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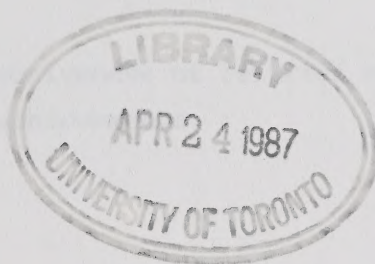
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FINAL REPORT
Evaluation Study

Telephone Referral
Federal/Provincial Agreements

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Telephone Referral
Federal/Provincial Agreements



Prepared for:

Centre for Service
to the Public

Prepared by:

The DPA Group Inc.
Ottawa
January 7, 1985

EXECUTIVE SUMMARY

Purpose

An evaluation study of the telephone referral services, provided under federal/provincial/territorial agreements in Prince Edward Island, New Brunswick, Manitoba and the Yukon Territory was conducted during September and October of 1984.

Outside consultants, DPA Group Inc. of Ottawa, conducted the study, based on the evaluation assessment issue areas:

- . public awareness of the availability of access to federal government services;
- . the extent of and effectiveness of data banks, standards of service;
- . the effectiveness of identity measures to ensure recognition of federal services;
- . the impact of referral services on federal departments; and
- . the cost effectiveness of referral services in terms of objectives achievements.

Methodology

An evaluation framework of issues and indicators was developed and approved. Data collection instruments were developed to extract data from the following groups:

- . provincial/territorial staff
- . Centre and Service Bureaux staff
- . federal liaison staff
- . general public users of referral services.

Program file research, direct on-site interviews and telephone

surveys were all used to develop information relative to the issues and indicators. The methodology is described in greater detail in Section 1.3 of the report.

Findings

Study findings were developed for each province and the Yukon Territory under eleven major headings covering agreement costs, resources, data banks and other pertinent areas (see Section 2.0 page 5).

The summary findings for each jurisdiction are as follows:

a. New Brunswick -

In summary, NB Inquiries is a well balanced and efficient organization. The data base is adequate for inquiries dealt with by the Information Offices, although a more consistent approach to database maintenance and updating should be considered.

NB Inquiries staff are very competent and committed to providing an invaluable service to the public. In all the accumulated experience of the NB Inquiries staff is just less than 20 years.

NB Inquiries has been well received within the user community although increased promotional activities would certainly increase public access to government information.

NB Inquiries is far better known among provincial government representatives than federal government representatives. In addition to improving awareness among the general public, it would be particularly advantageous to increase awareness among federal government representatives.

The total operating cost of NB Inquiries in the last fiscal year was 140,000. The Federal Government financial contribution accounted for approximately 15% of this cost. On the basis of this minimal cost it would not be cost/effective to set up a separate federal inquiry service.


b. Prince Edward Island -

Although Island Inquiries was officially established, as a result of the agreement between the Government of Canada and the Government of Prince Edward Island, on December 1, 1982, it has only been offering referral services to PEI residents for approximately one year.

Despite the abnormally high costs per federal inquiry in fiscal year 1983-84 there are signs that these costs are decreasing very rapidly and in a constant fashion.

Island Inquiries has also developed very rapidly over the past year of operation. The data base is adequate for the nature of inquiries dealt with on a day-to-day basis. Considerable success has been achieved in developing a mutually rewarding and professional relationship with federal government representatives for purposes of database development. As well, the Operating Head and Senior Provincial Administrator have developed and implemented several progressive promotional activities to increase awareness of Island Inquiries in such a relatively short period of time.

The user community are very satisfied with Island Inquiries and consider the service it provides to be an "essential service". Federal government representatives are equally pleased with Island Inquiries but expressed some concern about the role of Island Inquiry in information delivery.



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c. Manitoba -

The study findings, in summary form indicate that:

- . both CIS and the Service Bureau maintain data banks, but there is a generally accepted view that they serve different purposes;
- . the public, through several means, recognize the identity of the federal government services when seeking interviews;
- . the volume of calls through CIS, in total and for federal services has increased in recent years, indicating growing public awareness, though the rate of increase may indicate a need for further promotional effort;
- . the cost per call, while roughly 20% higher over 1982, is still a cost efficient average for referral services, based on costs for other options;
- . the need for a capacity to provide service in the two official languages is recognized and met, despite past isolated incidents; and
- . liaison with federal services is sufficient to meet information needs, but is less active with the Service Bureau in program administration terms.

d. Yukon -

The Yukon Inquiry Centre is a small, but busy operation where the success of the operation seems to depend, almost too heavily, on the dynamics of the incumbent enquiry officer.

The traffic volume at the reception desk in the Yukon government building, from on-site observation, seems close to a saturation point for a one-person operation.

The costs of the service to the Federal government are minimal, with an adequate level of service being provided.

Federal identity is not a significant issue and the users were all aware of having received federal services.

Conclusions and Recommendations

(i) Publicity/Promotion - varied across the country with federal participation uneven. (Pages 53 - 54)

Recommendation 1 - A review of all planned and present promotional material be conducted by the Centre staff to ensure that federal government identification and text content are suitably developed.

Recommendation 2 - Future negotiations of agreements ensure that a percentage of funds are allocated for promotional activity.

(ii) Resources devoted to maintaining data bases - generally resources for data bank development were difficult to identify specifically but the data banks were judged to be sufficient to meet local requirements. (Page 56). However:

Recommendation 3 - Future agreement negotiations should include a requirement for a clear, determined level of resource to be devoted to data bank maintenance.

(iii) Standards Development and Utilization - Formal standards were not evident, but all enquiry services recorded statistical data; observed efficiencies in handling calls were noted and the volume of calls indicated awareness of maintaining tight time frames. However, there was a discerned need for the federal government and the referral centre managers to develop written standards. (Pages 57 & 58)

Recommendation 4 - The Centre management, in concert with the Service Bureaux and the referral centres, develop mutually acceptable standards with efficiency and effectiveness measures that would permit more precise assessments of performance and provide a guide for future management of referral centres.

(iv) Identification of Service sources - the public, in the telephone surveys conducted, were aware that they had received federal government services, but the general identity programs in promotional material and at the point of referral varied greatly between the four areas. (Pages 59 - 61).

Recommendation 5 - The Centre assert a stronger role in the development of promotional material to ensure that the federal provision of services is adequately highlighted in any joint material that is developed and released, but also ensuring that the mutual interests of both parties to the agreements are respected.

Recommendation 6 - Where standards, as recommended earlier, are reviewed, the Centre should ensure that the initial identification and subsequent assistance highlights the source of assistance, whether federal, provincial or territorial.

Recommendation 7 - Referral centres, currently operated by the Centre, be reviewed to determine whether joint federal/provincial services could be developed.

(v) Cost effectiveness of the Program - despite higher costs in the Yukon and for Prince Edward Island, the costs for the operation of referral centres was considered reasonable for the high level of service and customer satisfaction evident in the study. The joint agreements provide a central, toll free service where federal identity is evident and where the public satisfaction level warrants continued operation and even expansion to other jurisdictions, where possible. (Pages 63 - 64)

Recommendation 8 - The Centre and the departmental management explore ways and means of extending joint - agreement referral centre services to other parts of Canada.

Recommendation 9 - Current Service Bureaux liaison with agreement referral centres be examined to ensure that the Centre's interests in the management of the program and for adoption of uniform standards, are enhanced for greater effectiveness.

Summary

Throughout the study the utmost cooperation has been extended to the study team by members of all levels of government. This cooperation has encouraged the study team to present the foregoing report in an open and constructive manner. The help has been appreciated and it is our hope that the findings, conclusions and recommendations will lead to an even more effective program.

The public users have been well served by the "one stop" concept in gaining access to and being served by the two levels of government services. The study team has concluded that both parties to the agreement have been identified adequately, even though further efforts have been recommended for promotion, program identification and other program management concerns.

The extension of the program has been recommended even though the study team is aware of the problems in establishing new agreements and in meeting the costs involved. This recommendation has been made because the benefits to the public far outweigh the difficulties.

In a similar vein, the greater promotional activities recommended and maximum use of the "Blue Pages" concept with a prominent inquiry centre identification, are considered vital to further enhance access and service to the public of the available government services.

Finally, the study team concluded that this relatively new and vital service, is providing a high level of service to the public. In general, the program was found to be well managed at both the federal and provincial/territorial levels, with specific areas only needing further improvement. The value for dollar expended federally was considered high cost-effective leading to the recommendation for expansion of the joint agreement concept. As the study did not embrace the referral systems operated by the Service Bureaux in other parts of the country, there may be a need for Centre management to balance the findings of this study with their own internal operational reviews of Service Bureaux referral systems.

TABLE OF CONTENTS

	<u>Page</u>
Executive Summary	
1.0 INTRODUCTION	1
1.1 Background	1
1.2 Purpose	2
1.3 Methodology	2
2.0 STUDY FINDINGS	5
2.1 Canada Service Bureau - Halifax	6
2.2 New Brunswick Inquiries	8
2.3 Prince Edward Island Inquiries	21
2.4 Manitoba - Canada Service Bureau - Winnipeg	31
2.5 Manitoba - Citizens Inquiry Service	32
2.6 Yukon - Inquiry Service	46
3.0 CONCLUSIONS AND RECOMMENDATIONS	53
3.1 Evaluation Issue #1	53
3.2 Evaluation Issue #2	55
3.3 Evaluation Issue #3	58
3.4 Evaluation Issue #4	61
3.5 Evaluation Issue #5	63
3.6 Summary	65

APPENDICES

Appendix A - Examples of Directory Pages

Appendix B - Publicity Material

Appendix C - Volume Statistics

Appendix D - Data Collection Instruments

Appendix E - Officials Interviewed

Appendix F - Federal Provincial Agreements

1.0 INTRODUCTION

An evaluation assessment, completed in March, 1984 recommended that a program evaluation study be undertaken, based on five evaluation issues.

A contract for the evaluation study was issued by the Centre for Service to the Public (the Centre) and the study undertaken during September and October of 1984.

The study embraced the telephone referral services in the provinces of Prince Edward Island, New Brunswick, Manitoba and the Yukon Territory. In addition the Centre's Service Bureaux in Manitoba and Nova Scotia were visited and the headquarters program documentation was examined.

The report has been developed in the following manner:

- . the remainder of Section 1.0 is devoted to outlining the purpose of the study and details on the methodology utilized;
- . each individual referral system is detailed, with study findings, in Section 2.0; and,
- . Section 3.0 presents the study conclusions and recommendations under each evaluation issue and in summary form.

1.2 Purpose

The purpose of the evaluation study was to provide Centre management with findings on the effectiveness of the program in the five major issue areas:

- . public awareness of availability of access to federal government services;
- . the extent of and effectiveness of data banks, standards of service;
- . the effectiveness of identity measures to ensure recognition of federal services;
- . the impact of referral services on federal government departments; and
- . the cost-effectiveness of referral services in terms of objectives achievement.

As referral services are arranged through federal/provincial/territorial agreements, the evaluation study had, as an objective, the provision of findings that would serve as a guide for future agreement arrangements.

1.3 Methodology

The methodology for the study was described in the design report. The design report contained:

- . an evaluation framework for the conduct of the study and contained the issues, evaluation questions, indicators and basic methodology;

- . the extent of the sample to be studied by interest groupings;
- . data gathering instruments for interviewing referral centre staff, telephone users and federal government liaison staff; and
- . scheduling for the study.

The basic methodological approach was to develop pro forma data for each of the referral services through a review of Centre program files and through discussions with Centre staff, prior to the field visits.

The second stage was to visit each of the referral centres, concentrating on:

- . the administration;
- . the staff of the referral/inquiry centres;
- . federal government representatives, as identified by either the referral centre or Service Bureau staff;
- . Service Bureaux representatives, where applicable; and
- . a telephone survey of users of the referral centre services.

In these visits, standardized interview guides were used (See Appendix D) and, where available, program files were examined.

Prior to the field visits, the administrators were contacted and arrangements made for the development of a sample of users who were using the system to access federal services.

A telephone survey, again using a standardized interview guide, was conducted in each study area and the results tabulated and analyzed.

The data from all aspects of the study were grouped by evaluation questions and issues and were analyzed to develop the study conclusions and recommendations.

In view of delays encountered during the course of the study, a preliminary findings, conclusions and recommendations report was developed in late October, to provide Centre management with initial results.

The final draft report was developed and is presented.

Figures on the numbers of persons interviewed in each category are contained in Section 2.0, under the appropriate province or territory and a listing of officials interviewed is contained in Appendix E.

2.0 STUDY FINDINGS

Study findings have been developed and presented by the referral/inquiry service units and by the Service Bureaux, where applicable. Within each of the referral/inquiry service groupings the data is presented under the following headings:

- a. Agreement costs
- b. Staff/Resources
- c. Data Banks
- d. Publicity/Access
- e. Equipment
- f. Liaison with Service Bureaux
- g. Liaison with Federal Departments
- h. Federal Identity
- i. Language capacity
- j. User survey
- k. Federal government survey
- l. Summary

Section 3.0 which converts the findings into conclusions and recommendations relates the findings to the evaluation issues. The above headings were deemed to be a more appropriate means of presenting field collection data findings.

2.1 Canada Service Bureau - Halifax

On October 1, 1984 DPA conducted an extensive personal interview with Ms. Karen Macdonald, Bureau Manager, and held discussions with other Bureau representatives.

Although the focus of this project was not an evaluation of existing federal Service Bureaux it was felt that the inter-relationship issues with other referral services was important and insights would be gained from a study of these organizations.

The Canada Service Bureau in Halifax operates from a storefront location in the central business district (CBD). It offers three distinct services to the general public.

The bureau provides a walk-in service in which clients can personally direct questions to a Client Service Officer. As part of the walk-in service the bureau also provides a wide range of publications that are available free to the public. Second, the bureau offers access to government telidon databases such as CANTEL. With the help of Client Service Officers, the client can, free of charge, utilize the available terminal to access data such as employment opportunities.

Finally, the bureau offers a telephone referral service (TRS) to citizens of Nova Scotia. The service is designed to connect the client directly, whether long distance or local, to the appropriate federal government department for information. The Client Service Officers can also provide the client with different contacts if the request is a matter of concern to the provincial government, or in some cases the private sector.

The bureau staff have at their disposal a very comprehensive automated and manual data base. This data base is categorized alphabetically and by keyword. It includes a wide range of information regarding federal government services and programs, provincial government services and programs and some private

sector information. Each entry includes, in most cases, a contact name, a telephone number, the name of the appropriate department or organization, and a brief description of the service or program.

The Canada Service Bureau in Halifax employs five people: one Bureau Manager, three Client Service Officers and one Administrative Assistant. The Client Service Officers are directly responsible for facilitating requests for information updating the database. The Bureau Manager is responsible for management of the overall operation. During peak times the Bureau Manager will participate in facilitating client requests. The Administrative Assistant provides support to Bureau Manager and Client Service Officers.

All staff employees are committed to the service concept and rigorously adhere to a high level of standards. Each staff member is fluently bilingual.

There is little liaison between the Canada Service Bureau in Halifax and the two federal/provincial inquiry services - New Brunswick Inquiries and Island Inquiries. The service bureaux in Moncton and Halifax communicate more frequently. Data base information, however, is not necessarily shared.

The Canada Service Bureau in Halifax liaises frequently with regional officers of Federal Government departments. The most frequently called departments include: Health and Welfare, Revenue Canada, Veterans Affairs, Canada Employment and Immigration, and Canada Housing and Mortgage Corporation.

Canada Service Bureau in Halifax has a very impressive and elaborate monitoring system for statistical tabulations. All telephone calls and walk-ins are tabulated. Additional information such as the nature of their inquiry, language preferred, client source, and total hours and days the bureau is open to the public is also tabulated.

2.2 New Brunswick Inquiries - Fredericton

In order to determine the current status of services provided by New Brunswick Inquiries, (NB Inquiries), as stated under the agreement and to provide a basis for the formulation of recommendations, a representative of the DPA Group Inc. conducted extensive interviews in Fredericton with officials of NB Inquiries, Federal Government representatives and telephone referral service users.

The following table illustrates the total number of personal and telephone interviews and unsuccessful interview attempts conducted on October 2nd and 3rd.

TABLE A

Completed Interviews and Unsuccessful Interview Attempts

Interviewee -----	Completed Interviews -----	Unsuccessful Interview Attempts -----
Senior Provincial Administrator	1	-
Information Officer (Operating Head)	3	-
Federal Government Representative	7	-
Users of Telephone Referral Services	4	29
-----	---	----
TOTAL	15	29

The following section is a compilation of the data obtained during the literature search and field interview stages. The data is outlined in eleven key areas.

2.2.1 Agreement/Costs

During the last fiscal year the total operating cost of NB Inquiries was \$140,000. As stated in the Memorandum of Agreement between the Government of Canada and the Government of New Brunswick the Federal Government portion of the costs is determined according to the ratio of federal and provincial calls. The Federal Government contribution as stated in the agreement, however, is not to exceed \$25,000.

The Federal Government contributed \$30,000 in start-up costs in 1981/1982, the first year of the agreement. The costs to the Federal Government in 1982/1983 and 1983/1984 are provided in Table B.

TABLE B

	<u>FEDERAL GOVERNMENT COSTS</u>		
	1982/1983	1983/1984	% Change
	-----	-----	-----
Total Federal Inquiries	7,515	6,914	- 8%
Total Federal Cost	22,400	19,062	-15%
Cost Per Inquiry	2.98	2.76	- 7%

At the provincial level it is generally felt that the Federal Government has been receiving tremendous value for the money they

are spending. One official of NB Inquiries indicated that before the federal/provincial agreement was signed, NB Inquiries had been referring clients to Federal Government departments. Taking into consideration the maximum amount the Federal Government may contribute it is clear that the cost would increase significantly if the Federal Government decided to take unilateral action.

The senior provincial administrator is responsible for monitoring the total cost of the service. This is generally done at fiscal year end. Detailed breakdown of costs is available from the Finance Department of the Government of New Brunswick.

2.2.2 Staff/Resources

NB Inquiries currently employs four people - one Senior Provincial Administrator and three Information Officers.

Currently the inquiry services require three person years to handle the incoming telephone calls and referrals. One person year is required for administration of the program. In addition, less than one person year of support staff is required. Approximately 4.5 person years is required to operate New Brunswick Inquiries.

Despite the relatively small number of staff members, there is a substantial accumulation in years of experience. For instance, two of the three Information Officers combined have ten years experience in telephone referral. The entire telephone referral staff (including the Senior Provincial administrator), have close to 20 years experience.

All staff members are dedicated individuals and are committed to providing a quality telephone referral service to the public.

A point which was made quite clear to the study team during the interview period was the belief that the Federal Government is getting exceptional value for the money they are contributing to

the maintenance of the federal/provincial telephone inquiry service, as the service provides both a knowledge of federal services and an awareness of local conditions at the provincial level.

2.2.3 Data Bank

The data bank currently being utilized by NB Inquiries is a manual system composed of federal and provincial government data. This data bank also includes some private sector data but this is very limited.

The main component of the data bank system is the "Rollodex" card system. It holds hundreds of entry cards assembled in alphabetical order and by keywords. Each entry includes a contact name, telephone number, an address and a brief description of the program, service and/or organization.

Although the data stored in the "Rollodex" card system is gradually being automated (for internal uses initially), in preparation for eventual total computerization, one official indicated that the manual system is still faster and more efficient. Essentially, the Information Officers physically flip through this manual database, with which they have years of intimate knowledge. In comparison, knowledge of a number of control commands is required to utilize a computer operated data base system. As a result response time is considerably slower.

In addition to the "Rollodex" card system, NB Inquiries staff have at their disposal other sources of information including directories, brochures, newsletters, departmental reports, and newspaper and magazine clippings.

One major source of federal government programs and services is the "Index to Federal Programs and Services 1984". It is without a doubt considered to be the "bible" to NB Inquiries personnel.

There is no other comprehensive source of information regarding programs and services of the Federal Government.

The data base is adequate for the nature of the inquiries fielded by NB Inquiries on a day to day basis. It is designed primarily to facilitate the quick and efficient referral of telephone calls directly to the appropriate government departments and agencies.

One major problem associated with the data base is the updating of information. Due to the number of calls which NB Inquiries receive, it was made clear that very little time is available for research and maintenance of the data base.

Generally, provincial government information is far easier to maintain and update. NB Inquiries is part of New Brunswick Information Services. As a result of this association, Inquiries' Information Officers have access to readily available provincial government information.

Federal government information is the most difficult to update. This is largely due to the lack of a mechanism which informs people of changes in government programs and services. Unless such a mechanism is in place there is no way of knowing if existing programs have been changed or if new programs and services have been introduced.

In addition, NB Inquiries has found it equally difficult getting on the mailing lists of federal government departments, notably the Department of Communications. Another major problem is the rapidity in which federal government departments change telephone numbers. Having the correct department number is fundamental to operating a referral service. NB Inquiries has found it difficult to keep abreast of these changes. It was suggested by referral staff that a central number should be available to access new telephone numbers.

Currently, the major source of telephone numbers of federal government departments and representatives is entitled "Atlantic Canada - Federal Government Telephone Directory" commonly referred to as the "Green Book".

Despite these difficulties, the general impression was that, due to the experience of the staff and their general attitude of wanting to provide service, the current data bank is sufficient to serve the needs of the public wishing to access federal services.

2.2.4 Publicity/Access

NB Inquiries conducted a major promotional effort some years ago. It involved putting advertisements in newspapers and conducting interviews on television and radio. A poster was also developed and conveniently placed in government buildings and places of considerable "people traffic". During the course of this promotional campaign it clearly became evident that people in the federal and provincial governments did not know that NB Inquiries existed nor that it was jointly funded by the federal and provincial governments.

Approximately one year ago, NB Inquiries initiated another promotional campaign. The purpose of this effort was to increase the awareness of the service within the government. The campaign involved primarily conducting seminars in individual government departments. These seminars involved both oral and slide-show presentations. The seminars were largely conducted in provincial government departments with considerable emphasis on informing provincial government representatives located in the outlying areas. Only a few seminars were conducted in federal government departments.

In the near future NB Inquiries will be initiating another public campaign. This will include advertisements in provincial and local newspapers, a poster campaign and interviews conducted by media personalities on local and province-wide television and radio programs.

According to one official, the original poster developed some years ago is still being used. Last year approximately 400-500 posters were distributed throughout the province to primarily municipal and provincial government officers. A relatively small percentage were distributed to federal government offices.

There is not a set mechanism in place to determine the success of these promotional campaigns. The only indicator is the number of calls. During the first four years of NB Inquiries the number of calls increased dramatically. As shown below in Table C, the

number of calls increased from approximately 22,000 calls to approximately 50,000 calls in four years.

TABLE C

NB INQUIRIES - NUMBER OF CALLS

Year of Operation	No. of Calls
-----	-----
1st year	22,000
2nd year	30,000
3rd year	40,000
4th year	50,000

The service is now in its fifth year. It appears that there will probably be approximately 40,000 calls. The decrease in the number of calls is the reason why a second public promotional campaign will shortly be implemented.

More clients are apparently calling government departments directly instead of using the toll free number and referral services provided by NB Inquiries.

Although there is no method of determining if the inquiry service has improved access to government information, it is generally believed by NB Inquiries personnel, Federal Government representatives and users that access must have improved and, as indicated earlier, further promotional efforts are planned.

2.2.5 Equipment

NB Inquiries currently utilizes a Northern Telicom SL-1 telephone system. With this equipment Information Officers can connect the client, whether long distance or local, directly to the appropriate government department and contact for information.

2.2.6 Liaison with the Canada Service Bureaux

Liaison with other organizations, such as the Canada Service Bureaux in Moncton and Halifax, is the official responsibility of the Senior Provincial Administrator of NB Inquiries.

There has been very little regular communication and interaction between NB Inquiries and the regional Canada Service Bureaux. Correspondence between these organizations has largely been sporadic and related to specific incidents needing clarification.

In the past NB Inquiries has contacted both the Canada Service Bureau in Halifax and officials in the Centre for Service to the Public in Ottawa to discuss the problem of getting on Federal Government department mailing lists. In addition, representatives from various bureaux, in particular, the Canada Service Bureaux in Halifax, have personally visited the NB Inquiry service.

2.2.7 Liaison with Federal Government Departments

Both the Senior Provincial Administrator and the three Information Officers at NB Inquiries have contacted federal government departments. However, such attempts have been on an irregular basis.

In most cases, the purpose of these calls has been to obtain needed information regarding government services and programs, and to arrange to have NB Inquiries included on departmental mailing lists.

Due to the number of calls which NB Inquiries fields on a day to day basis, it is generally felt that regular contact between NB Inquiries and the Federal Government for information dissemination, should be the responsibility of the federal government departments.

2.2.8 Federal Identity

The three Information Officers do not make any consistent effort to inform the client that NB Inquiries is jointly funded by the federal and provincial governments. However, should a client ask about the organization NB Inquiries is identified as a referral service that connects the client directly to either the federal government or the provincial government for information.

The process that each Information Officer follows in dealing with a client from initial contact to point at which client is connected to appropriate government department is straightforward. First, each Information Officer answers a telephone call, with, "New Brunswick Inquiries, Bonjour". Second, the officer listens to the client's concerns to determine whether the required information is available from a federal or provincial government department. Third, the Information Officer identifies level of government and appropriate department the client will be referred to. Fourth, the Information Officer provides the telephone number of appropriate department and, if possible, a contact name. Fifth, the Information Officer connects the client directly to appropriate government department. Sixth, the Information Officer records the inquiry.

Overall, each staff member identifies the Federal Government when the nature of the client request demands it.

2.2.9 Language Capacity

NB Inquiries provides a fluently bilingual service. Each of the Information Officers and the Senior Provincial Administrator are bilingual and are very comfortable dealing with referrals in either French or English.

NB Inquiries records the number of inquiries received in English and French. Generally, the ratio of French and English inquiries is 3:7.

To date NB Inquiries has not received any complaints from the user community or from government representatives regarding their ability to facilitate referrals in French or English.

2.10 User Survey

DPA conducted a survey of the user community in New Brunswick to determine level of awareness and level of satisfaction concerning NB Inquiries. A total of thirty-three calls were made to complete four user questionnaires. The problem of identifying users was due to the means by which the referral service developed the sample. Telephone numbers only were collected and in most instances they were companies numbers where the specific caller could not be identified. Despite the requirement for a greater level of detail initially, this was not possible.

Although not a large nor statistically meaningful sample, the responses provided by four users were sufficiently clear to gain an appreciation for the degree of user satisfaction with and awareness of NB Inquiries.

Each of the users contacted indicated they were satisfied with the level of service provided by NB Inquiries. In fact all users felt it is an "essential service".

Although not all the users were aware that the service provided by NB Inquiries was jointly funded by the Federal and Provincial Government, they were all aware that they had received assistance from the Federal Government.

Fifty per cent of the users contacted felt that the service should be advertised more. Despite the promotional initiatives undertaken by NB Inquiries, the users contacted generally found out about the service from family, friends or colleagues.

2.2.11 Federal Government Representatives Survey

DPA conducted a survey of representatives of federal government departments to determine their awareness of the service, extent of their liaison with the service and the impact of this service on their activities. Seven federal government representatives were contacted from the following departments: Canada Mortgage and Housing Corporation (Insulation Program), Health and Welfare Canada (Income Securities Program), Revenue Canada (Income Tax), Energy, Mines and Resources (Canada Oil Substitution Program), and Employment and Immigration Canada (District and Regional Offices).

Approximately 50% of the representatives were aware of NB Inquiries. However, only one was aware that NB Inquiries was jointly funded by the Federal and Provincial governments.

Almost all the federal government representatives indicated that communication with NB Inquiries is very limited. Some had been contacted by an Information Officer for information. All representatives indicated they do not contribute to the maintenance of New Brunswick Inquiries database unless asked by an Information Officer to provide information. According to federal government representatives the onus should be on the inquiry service to contact the Federal Government for information.

Overall it was felt that the telephone referral service has not, in anyway, affected the operation of their department. Each representative indicated that although there is no way of measuring impact, the service did not necessarily affect departmental resources or increase the number of calls to the department. Generally, it was felt that whether NB Inquiries referred the call or not, the client would have inevitably contacted their department, although no direct evidence was cited to support this view.

All federal government representatives indicated that a more concerted effort should be made to make federal government representatives more aware of the existence of NB Inquiries.

2.2.12 Summary

In summary, NB Inquiries is a well balanced and efficient organization. The data base is adequate for inquiries dealt with by the Information Offices, although a more consistent approach to database maintenance and updating should be considered.

NB Inquiries staff are very competent and committed to providing an invaluable service to the public. In all the accumulated experience of the NB Inquiries staff is just less than 20 years.

NB Inquiries has been well received within the user community although increased promotional activities would certainly increase public access to government information.

NB Inquiries is far better known among provincial government representatives than federal government representatives. In addition to improving awareness among the general public, it would be particularly advantageous to increase awareness among federal government representatives.

The total operating cost of NB Inquiries in the last fiscal year was 140,000. The Federal Government financial contribution accounted for approximately 15% of this cost. On the basis of this minimal cost it would not be cost/effective to set up a separate federal inquiry service.

2.3 Island Inquiries - Charlottetown

In order to determine the current status of services provided by Island Inquiries, as stated under the federal/provincial telephone referral agreement and to provide the basis for the formulation of recommendations, a representative of DPA Group Inc. conducted extensive interviews in Charlottetown with Island Inquiries officials, federal government representatives and telephone referral service users.

Table A illustrates the total number of completed interviews, both personal and telephone, and unsuccessful interview attempts.

TABLE A

<u>Completed Interviews and Unsuccessful</u> <u>Interview Attempts</u>		
Interviewee -----	Completed Interviews -----	Unsuccessful Interview Attempts -----
Senior Provincial Administrator	1	-
Operating Head of Referral Services	1	-
Federal Government Representative	5	-
Users of Referral Services	15	17
-----	--	---
TOTAL	22	17

2.3.1 Agreement/Costs

As stated in the memorandum of agreement signed between the Government of Canada and the Government of Prince Edward Island on December 1, 1982 the Federal Government is committed to contributing a lump sum payment of \$29,000 to the operation of Island Inquiries for each of the following fiscal years 1983/1984, 1984/1985, and 1985/1986. During the 1982/1983 fiscal year the Federal Government contributed \$10,000 to the operation of Island Inquiries and contributed a further \$3,000 towards initial start-up and advertising costs.

During the 1983/84 fiscal year the total operating costs of Island Inquiries were approximately \$28,400. A detailed breakdown of these costs is provided in Table B.

TABLE B

ISLAND INQUIRIES - A DETAILED
BREAKDOWN OF APPROXIMATE OPERATING COSTS IN

<u>Operating Item</u>	<u>Cost \$</u>
Salaries	\$22,700
(1) Telephone (Toll Free Number & Rental Charges)	2,100
Printing (ie. Advertising & Other)	1,500
Travel	600
Radio & Television Advertisements	500
Office Supplies	500
Postage	500
<u>TOTAL</u>	<u>\$28,400</u>

- (1) Does not include long distance telephone charges incurred due to calling client back to provide information.

Island Inquiries has been in existence for only a short period of time; consequently, it has handled a small number of federal inquiries. In its first full year of operation (1983/84), Island Inquiries handled 362 federal inquiries. The cost per call to the Federal Government was \$80.00.

There are two reasons for this abnormally high cost per call. First, Island Inquiries is a relatively new organization and is not well known. As a result considerable person time has been expended on database development and promotional activities.

Second, Island Inquiries is not operated on a "true" referral basis. Instead of connecting the client directly to the government department, the Operating Head, in many cases, is acquiring the information and relaying it directly to the client. This has increased telephone costs and consumed more person time.

It is anticipated that the cost per call will decrease at a constant rate. As of August 1984 Island Inquiries has already handled 692 federal inquiries in the current fiscal year (1984/85). On the basis of the federal inquiries dealt with so far in the current 1984/85 fiscal year, the cost is approximately \$42.00 per call. With seven months remaining in the current fiscal year it is expected the cost per call will decrease significantly. Further cost per call decreases will be realized by refining the tabulation methods of recording inquiries and ensuring that Island Inquiries has full switching capabilities.

Island Inquiries is fully cognizant of the current cost per federal call. One Island Inquiry official indicated that a general assessment of the cost sharing arrangement may be required.

2.3.2 Staff/Resources

Island Inquiries is essentially a one person operation. The Operating Head of Referral Services is responsible for facilitating telephone requests, and the promotion of the operation. Approximately 1.25 person years are provided in total by support services, the operational staff and the senior provincial administrator. The senior provincial administrator largely plays an advisory role.

The Operating Head of Island Inquiries is committed to providing a quality telephone referral service to the public.

2.3.3 Data Bank

The data bank currently being used by Island Inquiries is a manual system. It includes a "Rolldex" card system which holds hundreds of entry cards assembled in alphabetical order and by key-word. An entry card may include information regarding a specific program, service, or organization. Each card has a brief description of a program, service or product, a contact name, telephone number and the name of the organization.

In addition to the "Rolldex" system, the data base also includes other sources. The "Index to Federal Programs and Services 1984" (The Brown Book) is the most comprehensive source of information regarding the programs and services of the Federal Government. The Island Inquiries database also includes a plethora of directories, brochures, newsletters, departmental reports, and newspaper and magazine clippings used as additional sources of information.

Island Inquiries officials believe they are ultimately responsible for maintaining and updating the data base. As part of Island Information Services, the operating head finds it easy to maintain and update provincial information, but has experienced problems in keeping abreast of changes to existing federal government programs and services and the introduction of new services and programs. Unlike the PEI government the Federal Government does not have a central mechanism designed to inform the public of changes in government services and programs.

Island Inquiries has made considerable effort to approach regional offices of federal government departments to get listed on departmental mailing lists to counteract this problem. The Operating Head has been successful in developing a excellent rapport and professional relationship with representatives in

many federal government departments, such as: Health and Welfare, Supply and Services, Secretary of State, Veterans Affairs, Revenue Canada, Agriculture Canada, Consumer and Corporate Affairs, Department of Regional and Industrial Expansion, Employment and Immigration, Energy, Mines and Resources, and Fisheries and Oceans.

Currently, the service's Operating Head expends anywhere from 12-18 hours per week on database maintenance and research.

The database is considered to be adequate for the types of inquiries dealt with on a day to day basis. As one federal government official put it "the service could have the ultimate database yet only get one inquiry". Along with federal and provincial government information, the database also includes some private sector information.

2.3.4 Publicity/Access

Island Inquiries has been very progressive in their approaches to promoting the service to the public. Although promotional activities are the official responsibility of the Senior Provincial Administrator, the Operating Head has developed and implemented all the promotional activities, under the Senior Provincial Administrator's supervision.

Island Inquiries has run advertisements in the newspapers and staff members have been interviewed on radio and television. In addition, Island Inquiries has conducted a poster and brochure campaign. Both of these items were strategically located in major "people traffic" areas such as government buildings and shopping centres. Examples of these items are provided in Appendix B. What is clearly evident is the reference to the fact that the service is jointly funded by the Federal and PEI Governments. Numerous stand up signs have also been developed and displayed in the foyers of government departments.

Island Inquiries is currently investigating the idea of inserting a promo-letter in the telephone bills of PEI residents. If implemented, well over 80% of public will be contacted.

Island Inquires has not taken any direct measures to determine the impact of their promotional activities. However, during and after an advertising campaign, the Operating Head handles substantially more calls, according to recorded information.

Promotional efforts are authorized by the Senior Provincial Administrator. Final approval, however, is still required from the Department of Finance and the Minister.

2.3.5 Equipment

Island Inquiry staff currently uses a Northern Telecom SL-1 telephone system.

The service has a very limited switching capability. According to the Operational Head, switching is only available locally through the 566 exchange (Charlottetown).

Island Inquiries provides a toll free number to citizens outside the Charlottetown area.

2.3.6 Liaison with Canada Service Bureaux

Liaison with Canada Service Bureaux and other organizations is the official responsibility of the Senior Provincial Administrator.

There has been little interaction and communication with Canada Service Bureaux officials in either Moncton, New Brunswick or Halifax, N.S. Island Inquiries personnel have contacted Canada Service Bureau in Halifax for information, with a level of success.

It should be pointed out that the Operating Head of Island Inquiries spent some time at the Canada Service Bureau in Halifax and New Brunswick Inquiries for training.

2.3.7 Liaison with Federal Government Departments

Since its inception almost a year ago, Island Inquiries has expended considerable person time building a positive relationship with federal government department personnel located on Prince Edward Island.

Federal government departments are contacted on a regular basis to keep abreast of changes to departmental services and programs. This fact was confirmed by federal officials.

2.3.8 Federal Identity

Once sufficient time is given to establish nature of the inquiry the Operating Head informs the client that it is either a Federal Government or Provincial Government matter.

Federal Government participation in the Island Inquiries services is very visible on all promotional materials provided.

2.3.9 Language Capacity

Both the Senior Provincial Administrator and the Operating Head are fluently bilingual. They are committed to providing a quality bilingual service.

Although a bilingual capability exists only a small percentage of callers require service in French.

To date no citizens have expressed any concerns about the ability of Island Inquiry personnel to deal with French inquiries.

2.3.10 User Survey

DPA conducted a survey of the user community in Prince Edward Island to determine the level of awareness and level of satisfaction with Island Inquiries. A total of thirty-two calls were made to complete 15 user questionnaires. Although not a large or statistically meaningful sample the responses provided were sufficient to develop a consensus of opinion.

Each of the users indicated that they were extremely satisfied with the level of service provided by Island Inquiries. In fact all users felt it is an "essential service".

Sixty-seven percent of the users contacted were aware that they were receiving assistance from the Federal Government. Of these users 80% were informed by Island Inquiries that the Federal Government would be assisting them.

Forty percent of the users did not talk directly to the appropriate federal government representative. Rather the information they requested was obtained and relayed to them by the Operating Head of Island Inquiries.

Despite the various promotional activities initiated by Island Inquiries, 33% of the users contacted heard about the service by "word of mouth". Sixty-seven percent of the users felt Inquiries should increase advertising and promotional activities.

2.3.11 Federal Government Representatives Survey

DPA conducted a survey of representatives of Federal Government departments to determine their awareness of the service, extent of their liaison with the service, and the impact of the service on their activities. Five federal government representatives were contacted from the following departments: Health and Welfare, Revenue Canada - Taxation, Secretary of State, Energy,

Mines and Resources (Conservation and Renewable Energy), and Consumer and Corporate Affairs.

All federal government representatives were aware of Island Inquiries. In fact, all had met the Operating Head of Island Inquiries personally.

All federal government representatives have provided Island Inquiries with information. Island Inquiries is on the mailing list for each of the departments contacted.

One federal government representative objected strongly to the role of Island Inquiries in information dissemination. Island Inquiries, in many cases, researches the information and provides it directly to the client instead of referring the user to the appropriate government department. This practice, however, did not seem to be a matter of general concern and was not commented on unfavourably by any of the users surveyed.

Overall, it is felt that the telephone referral services has not affected, in any way, the operation of the Federal Government in terms of increased workload. The number of calls or number of staff members has not increased as a result of the establishment of Island Inquiries.

Each of the representatives interviewed felt Island Inquiries is providing an excellent service.

2.3.12 Summary

Although Island Inquiries was officially established, as a result of the agreement between the Government of Canada and the Government of Prince Edward Island, on December 1, 1982, it has only been offering referral services to PEI residents for approximately one year.

Despite the abnormally high costs per federal inquiry in fiscal

year 1983-84 there are signs that these costs are decreasing very rapidly and in a constant fashion.

Island Inquiries has also developed very rapidly over the past year of operation. The data base is adequate for the nature of inquiries dealt with on a day-to-day basis. Considerable success has been achieved in developing a mutually rewarding and professional relationship with federal government representatives for purposes of database development. As well, the Operating Head and Senior Provincial Administrator have developed and implemented several progressive promotional activities to increase awareness of Island Inquiries in such a relatively short period of time.

The user community are very satisfied with Island Inquiries and consider the service it provides to be an "essential service". Federal government representatives are equally pleased with Island Inquiries but expressed some concern about the role of Island Inquiry in information delivery.

2.4 Canada Service Bureau - Winnipeg

The Service Bureau in Winnipeg is well managed and the manager has made numerous attempts at developing a recognized, regular liaison arrangement with the Citizens Inquiry Service (CIS). The relationship between the Bureau and the Inquiry service, while still fairly remote, is friendly and cooperative.

The Bureau perceives part of it's liaison role to respond to CIS when calls are received concerning federal services, where CIS are unable to respond. The only area where CIS enquiry calls are referred to the Service Bureau is when information on publications available free of charge is requested. Such references are limited in number. The Bureau staff expressed the view that, in terms of service to the public, CIS should refer more enquiries to them where CIS is uncertain. When uncertain of the referral CIS researches the information via established liaison procedures.

The Bureau maintains an excellent, in-depth data bank and works consistently to up-date the information. Copies of data bank information were supplied to CIS on request. A brief experimental period was used recently to develop the data bank for computer use, but the WANG computer was withdrawn, apparently to reduce Centre costs.

There were several examples evident where there appeared to be a lack of close cooperation, or where duplication of effort existed between the Service Bureau and the Citizen Inquiry Service e.g. both groups approach the same federal representatives separately for data bank up-dating. There are, however, some historic and some practical reasons presented for the lack of close cooperation which are dealt with further under Section 2.5 Citizens Enquiry Service.

The Winnipeg Bureau is primarily a walk-in centre, located ideally in a well travelled mall area at one of Winnipeg's busiest downtown locations. The nature of the work has, to some extent, dictated the type of data bank information developed.

This aspect of the data needs of the two organizations is covered also in Section 2.5 following.

The Winnipeg Service Bureau is unique in that, so far as could be determined, it is the only Bureau not providing telephone referral services to federal departments. With justifiable pride, the staff demonstrated the completeness of their data bank and, to some extent, questioned whether the CIS data bank was as complete.

The Bureau manager expressed concern over complaints, emanating from Ottawa, that had been received concerning the French language provision of service by CIS. This issue is covered fully in Section 2.5, but is commented on here as an example of a situation where the Bureau manager was attempting to provide assistance/advice to CIS. The office maintains four bilingual staff who work different shifts.

It should be stated however, that the work of CIS was acknowledged and any comments that questioned the levels of service etc., were directed toward providing a maximum response level to the needs of the public for effective and efficient access to federal government services.

2.5 Manitoba - Citizens Inquiry Service

The administrator, supervisor and staff of the Citizens Inquiry Service were interviewed. In total, the following interviews in Manitoba were conducted in person and by telephone:

<u>Interviewees</u>	<u>Completed Interviews</u>	<u>Unsuccessful Interview Attempts</u>
Bureau Manager	1	-
Provincial Administrator	1	-
CIS Manager	1	-
CIS Staff	2	-
CIS Users	37	48
Federal Officials	9	4
	<u>51</u>	<u>62</u>

Before presenting the findings under the specific headings indicated in the introduction to Section 2.0, a brief outline of the history of the Citizen's Inquiry Service (CIS) may help in lending a perspective to the Manitoba situation.

In 1970 the Manitoba government initiated a toll free service for residents of Manitoba to provide better access to government services. Because of the high level of calls requesting referral to federal services, an approach was made, in 1971, to the federal government for a shared funding arrangement. At that time the federal government was not responsive to a shared-cost arrangement. The Manitoba government paid for, and installed, a direct line to the Information Canada office in Winnipeg and actively developed a federal services data bank by establishing liaison with federal departmental representatives.

In 1978, through the efforts of the Task Force on Service to the Public, a cost sharing arrangement was negotiated and development of the "Blue Pages" was undertaken.

This brief outline of the sequence of events plays a significant part in explaining the rather independent stance adopted by CIS, in relation to its dealings with the Winnipeg Service Bureau staff.

(a) Agreement Costs

Under the current agreement (see Appendix F), dated the 1st of May, 1984, the Government of Canada agreed to pay up to \$90,000 annually, in quarterly payments. The sum was not to exceed 50% of actual operating costs for CIS operations.

For 1983/84 the Federal government share was \$80,000 with total costs reflected as follows:

CIS - Detailed Breakdown of
Operating Costs for period
1981/82 - 1983/84

February 23, 1984

CITIZEN'S INQUIRY SERVICE

	Actual 1981/82 \$000	Actual 1982/83 \$000	1983/84 Actual @ Jan. 31/84	Estimate to Year-End
Staff Years	6.00	7.00	7.00	7.00
Salaries	77.2	92.0	99.1	122.9
Other Expenditures:				
Office Equipment				
Rental	2.1	.1	.2	.3
Stationery Supplies	2.6	2.0	2.8	3.2
Telecommunications	25.6	38.0	38.8	49.3
Sub-Total	28.3	40.1	41.8	52.8(1)
Capital		13.7		13.1(2)
Total	105.5	145.8	140.9	188.8
Federal Share	51.0	57.3		80.0

- NOTES: (1) Actual and estimated expenditures only include those items
 ----- that are an actual cost against the programs appropriated
 funds. Not included each year are:
 a) Salaries: Wages paid to a summer student under the
 Provinces S.T.E.P. program or value of
 employee benefits.
 b) Other Expenditures: Overhead costs such as utilities,
 rental of premises, taxes or
 insurance.
- (2) Costs incurred 1982/83 relate to re-location and renovations
 to premises including installation of visual ear equipment.
 This year, to improve data base development, a Micro-Computer,
 Printer and Work Station has been ordered and the estimated
 cost is \$13.1K.

The 1984/85 costs have been estimated at \$212,700 with salaries accounting for approximately \$160,000 of the total, with a maximum federal share of \$85,000.

The cost per enquiry was \$1.20 in 1982/83 and rose to \$1.44 in 1983/84. Despite a 20% increase in the cost per call, the CIS costs to the federal government remain the lowest of the four agreement areas.

(b) Staff Resources

The full time staff resource level for CIS, as reflected in agreement costs, totals 7 PY's. In addition, the Director, Executive Council, Information Services provides overall management of CIS functions.

The staff distribution is as follows:

	<u>PY's</u>
Manager, CIS	1
Data Bank Development	2* (5 hours daily)
Enquiry Officers	4
* Relief on Telephones	____ (2.5 hours daily)
	7

The majority of the staff have been employed over an extended period and on-site observation confirmed that they are knowledgeable and effective in dealing with the public.

The supervisor has been involved with the operation since 1976, has managed it since 1979 and assisted the Centre for Service to the Public, by helping to train enquiry staff in other referral centres across Canada.

(c) Data Bank

CIS has developed and maintains an extensive data base involving the better part of 2 PY's. The data base of federal government services was initially started back in the early 1970's, before the shared-cost agreements were implemented.

A variety of means are used to up-date the data base - news clippings, federal government brochures, personal liaison with federal officials etc. Samples of the data base pages are shown in Exhibit 2.1 following. In addition, Rolldex cards provide more direct telephone referral data. The combination of data bank information enables the enquiry officers to respond directly to information needs (e.g. new federal cabinet appointments, federal riding members etc.) or to direct referrals (providing name, telephone number or direct switching).

One area of question that emerged was the recognition that two very similar data banks were being maintained in Manitoba - one federally and one by CIS. The argument presented was that the federal data bank was designed for visual use by walk-in clientele whereas the CIS data bank was developed to respond to phone enquiries (i.e. quicker access).

It is the judgement of the study team that the historical evolution of CIS is the main inhibiting factor in development of a closer, more integrated sharing of a common data base. Cost-sharing is continued through annual agreements with little long term partnership dynamics evident. The CIS staff view the provision of information on federal services as a necessary service to the public of Manitoba. As this view was held prior to cost-sharing, it would undoubtedly endure should cost-sharing cease, thereby strengthening the argument for continuing to maintain the CIS historical data base approach.

Conclusions and recommendations on data bank management are contained in Section 3.0. The impact on federal government resource expenditure is commented on in (g) following.

(d) Publicity/Access

In active promotion terms, the CIS promotional activities tend to reflect an organization that has been in operation for over a decade. The last significant promotion to increase public

awareness was the introduction of the Blue Pages in the telephone directory, where the CIS number is prominently displayed under the federal government section.

The director, Information Services, stated that wherever and whenever new programs are announced, the CIS number is included in program promotion. As announcements of federal government programs are beyond CIS control, the study team concluded that the Director's remarks referred more to provincial programs.

However, examples were found where the CIS number was quoted in material produced by federal government sources.

Also the survey results under (j) following, did confirm that through a variety of means, the Manitoba users are aware of the referral services and the federal participation.

It is interesting to note that in the breakdown of costs for CIS, no funding is identified for promotional use.

(3) Equipment

CIS utilizes a Logic 10 with 10 line capacity. Of the 10 lines:

- 6 are incoming, with 2 reserved for toll free
and 2 others with pick up capacity
- 1 line is private outgoing (to obtain information)
- 1 line is for holding calls
- 2 lines are reserve (blank)

CIS have switching capacity which is normally used only for toll free calls. Local calls are provided referral information unless there are special circumstances involved.

(f) Liaison with the Service Bureau

Both the managers of the CIS and the Service Bureau acknowledged that liaison did occur over matters requiring direct action (e.g. changes to the presentation of statistics, or administration-type issues under the agreements).

The CIS manager, however, made it clear that, as CIS was an operation that had coped adequately for over a decade, and as she had been used as a training resource for other referral centres, there were few occasions where a need for liaison arose. When questioned about joint data collection, the CIS manager maintained that their data needs, while similar in source, were different in level of detail. It was claimed that the workload demand on federal officials was minimal. CIS resources are extremely limited due to scope and number of enquiries handled. The CIS manager indicated that the Canada Service Bureau on the other hand has a different demand placed on its resources and is able to spend more time to do in-depth research for their clients.

The study team noted that both managers were competent, but held different objectives. From the federal government perspective there is an identified need to ensure that the CIS is effective and meets the level of service standards and that the federal identity of services provided is recognized by the public.

From the CIS - indeed the provincial government management - viewpoint, the CIS had recognized the need to serve Manitoba citizens for all levels of government services needed, and had developed high standards of service, six to seven years before federal funding was made available.

In summation, both parties to the agreement acknowledged the value of liaison and to a limited extent are exchanging views and information. It is the type of liaison initiated by the CSB that has not been mutually accepted to a fully satisfactory degree.

(g) Liaison with Federal Departments

Liaison with federal government representatives is maintained on a regular, but unscheduled basis and operates both from and to CIS.

CIS develops material for the data bank from a variety of sources. Draft copies of revised or new data bank information are referred to federal representatives for verification.

Reviews of departmental information are conducted approximately annually to ensure a formal update of the data bank is achieved on a scheduled basis.

All of the federal representatives who were called were aware of both CIS and the Service Bureau. All claimed that the workload on them was minimal, largely due, in their opinion, to the excellent background work done by both groups. All representatives notified both CIS and the Service Bureau when changes occurred. Most referred to the CIS manager and the Bureau manager on a first name basis indicating a continuing information exchange was occurring.

(h) Federal Identity

The federal identity for referrals to federal services provided some interesting insights. As is indicated in (j) following, all users were aware of the fact that they had used federal services.

The CIS number is prominently displayed at the beginning of the Federal Government section in the Blue Pages, without reference to any joint participation. From various sources this is interpreted as a federal number to call.

An interesting sidelight which, in Manitoba, denotes a federal service is the CIS greeting "Citizens Inquiry Service - Bonjour" - the use of French denoting federal services to a number of users.

In federal program material the CIS number is provided, frequently labelled as a federal-provincial service. However Exhibit 2.2, which follows, is an explanation of CIS services. The federal participation while acknowledged, is not readily apparent.

Earlier in this section, reference was made to the limited promotional effort currently occurring. If any new promotional thrusts are considered, the question of federal services viability should be assured.

In summary, the study team was assured that users of the services were aware of federal identity. The study team have no idea, however, whether there are areas of the public who are unsure of how to reach federal services. The introduction of the Blue Pages, and the insertion of the CIS number with the federal government listings assisted in ensuring that federal services are recognized.

(i) Language Capacity

From three vantage points CIS was seen to provide service in the two official languages:

- a. four of the seven staff are bilingual;
- b. service in both languages was observed by the study team during an on-site survey; and
- c. users, contacted by the telephone survey, had received service in both languages.

In addition CIS have staff who speak Cree and the Slavic languages - an important consideration in Manitoba.



SERVICE DE RENSEIGNEMENTS
AU PUBLIC
511-401, avenue York
Winnipeg, Manitoba
R3C 0V8
Téléphone: (204) 945-3744
Sans frais, du Manitoba
1-800-282-8060

CITIZENS' INQUIRY SERVICE
511 — 401 York Avenue
Winnipeg, Manitoba
R3C 0V8
Telephone: (204) 945-3744
Toll-free within Manitoba
1-800-282-8060

CITIZENS' INQUIRY SERVICE

The CITIZENS' INQUIRY SERVICE, as the government's central telephone inquiry centre, reports directly to the Executive Council.

The CITIZENS' INQUIRY SERVICE was established in 1972 to provide direct, two-way communication between the government and the public. C.I.S. provides a toll-free service to persons anywhere in the province who are seeking information on government programs or policies.

The service is not intended to usurp or interfere with the functions of the government switchboard operators, Members of the Legislature or ombudsman. It is not an advocate of government policy nor does it become involved in political matters.

The system is designed to make information available without charge. The service provides clients with information; transfers calls to departments or agencies when this is possible; provides appropriate telephone numbers or recommends other sources of information. The service also maintains liaison with other levels of government and private agencies and makes referrals to these organizations when appropriate.

The service operates from 8 a.m. to 5 p.m., Monday through Friday.

In June, 1978, the C.I.S. assumed the role of central inquiry for federal government departments and agencies in the province. C.I.S. inquiry officers will provide information when possible and provide the phone numbers of appropriate departments and agencies.

The phone numbers for the CITIZENS' INQUIRY SERVICE are:

In the City of Winnipeg - 945-3744
Outside Winnipeg - 1-800-282-8060

Written inquiries should be sent to CITIZENS' INQUIRY SERVICE, Room 511, Norquay Building, 401 York Avenue, Winnipeg, Manitoba, R3C 0P8.

Citizens' Inquiry Service provides a bilingual service in both English and French.

The service is also equipped with a Visual Ear for communicating with the hearing impaired. For users of a Telecommunications Device for the Deaf (TDD), the phone number in Winnipeg is 945-4796.

There was concern expressed at Centre headquarters level, Bureau level and CIS level, that complaints had been received on a lack of service in the French language. As far as could be determined only two or three complaints had been made, but even this limited number was cause for concern. The Director, Information Services and the CIS manager both stated that French language capacity is always available, but acknowledged that, on occasion, a French speaking person might be placed on hold for several minutes until a bilingual operator was available.

The study team concluded that service in both official languages was being provided and CIS management were anxious to ensure a high level of service in the official languages and, indeed, in other predominant language areas within the province.

(j) User Survey

CIS had, as requested, developed lists of users who were willing to be interviewed by the study team concerning CIS and referral to federal government services.

From the listings, 85 calls were made in an effort to ensure that an adequate sample of opinion was obtained. A disappointing 37 persons were actually reached.

Of the 85 calls that were made in mornings, afternoons and evenings over 50% (56) were either not answered or the person listed was unavailable. Fifteen of the people contacted had either changed their minds on responding or could not recall the use made of CIS services or government services. It is worth noting that for the latter group a simple question of wanting to know an MP's name, or similar small piece of information might not be recalled. Due to the time delay (the survey was September 19-21) - the survey and interviews were conducted nearly a month later on October 16th and 17th.

This delay was occasioned when it was learned that the proposed visit to Manitoba coincided with the Royal visit and the study team was requested to postpone the evaluation study visit.

Of the sample tested:

- a. 78% had used the CIS referral system more than once;
- b. of the 22% first time users, all had located the number in the Blue Pages;
- c. of the 22% first time users all stated they had been referred correctly, had received the information they required and would use the service again;
- d. all (100%) of those interviewed were aware that they had received federal government services and the majority cited the federal section of the Blue pages as the means by which they were aware of the federal identity (in fact the majority did not know CIS was both federal and provincial);
- e. 27% of the survey respondents used toll free services and were switched directly to federal services; and,
- f. 100% of the sample welcomed the service and there were no suggestions for changes or improvements.

While the survey was more limited than the study team would have wished, an extremely high percentage of users:

- . had used the CIS referral system more than once;
- . knew they were receiving federal government services;
- and

- . expressed complete satisfaction with the service.

This indicates positively that the CIS referral service is an important and necessary service that does provide access to federal services.

(k) Federal Government Survey

The survey of federal officials was conducted to determine the extent of their involvement with referral services.

In the majority of cases the officials were designated to:

- . provide information or to verify information for use in the data banks of CIS and the Service Bureau; and
- . to serve as providers of information where CIS needs assistance in tracing federal programs or services to meet user needs.

Attempts were made to survey 13 federal officials. Actual interviews were held with 9 designated officials.

In 100% of the cases, the officials commented favourably on the work of both CIS and the Service Bureau. The issue of duplication of work was dismissed by all the officials, based on three main factors:

- a. not one of the officials believed that the level of workload from both organizations caused any problems and they were unable to determine any detrimental effects;
- b. the nature of the enquiries, while embodying the same basic data, was sufficiently different, in their opinion, to justify separate approaches; and

- c. most of the enquiries involved verifying material already developed in data bank format, thereby involving a minimum amount of research and preparation by the officials concerned.

Of those officials (approximately 75-80 percent) who initiated change (names, telephone numbers, etc.), the feeling was that both CIS and the Service Bureau responded promptly and accurately to submitted material.

The officials interviewed were divided equally between those who also received user public calls and those whose duties were mainly as contact persons for data base changes. Of the 50% handling public user calls, all were satisfied that CIS referral was a needed service, particularly for toll calls where switching was utilized. They all felt that the referral service did not affect their costs or volume of work, mainly on the assumption that the public would be seeking their services by whatever means. A minority of officials expressed the view that without CIS some other toll-free arrangement would be needed to service adequately the rural citizens in Manitoba.

(1) Summary

The study findings, in summary form indicate that:

- . both CIS and the Service Bureau maintain data banks, but there is a generally accepted view that they serve different purposes;
- . the public, through several means, recognize the identity of the federal government services when seeking interviews;
- . the volume of calls through CIS, in total and for federal services has increased in recent years,

indicating growing public awareness, though the rate of increase may indicate a need for further promotional effort;

- . the cost per call, while roughly 20% higher over 1982, is still a cost efficient average for referral services, based on costs for other options;

- . the need for a capacity to provide service in the two official languages is recognized and met, despite past isolated incidents; and

- . liaison with federal services is sufficient to meet information needs, but is less active with the Service Bureau in program administration terms.

The conclusions and recommendations concerning Manitoba CIS operations are contained in Section 3.0, later in this report.

2.6 Yukon Inquiry Centre

The Yukon Inquiry service is a small operation, providing referral services to federal government offices in Whitehorse, Yukon Territory. The three major departments - Indian Affairs, Employment and Immigration and the RCMP - account for over 80% of the total volume of telephone referrals.

The Chief, Public Affairs, is the administrator responsible for the provision of referral services. The actual operation of the referral services is handled by one person, who also provides central reception services in the Yukon Territory government building in Whitehorse.

Persons Interviewed

Administrator	1
Inquiry Officer	1
Federal Officials	4
Inquiry Centre Users	7

	13

Details on the operation are as follows:

(a) Agreement Costs:

The current agreement with the Government of the Yukon Territory provides for an annual payment of \$15,000 for referral services.

Based on 1983-84 level of 3,251 calls - the cost per call averaged \$4.61 compared to an average of \$3.73 in 1982/83, or a 20% increase.

Some difficulty was experienced in obtaining cost of operation figures, but in discussion it was stated that salaries and administration costs would be approximately equal to the federal contribution. The argument was made that telephone costs could not be broken out easily and this argument was also used in a

March 22nd letter from Mr. Senger, the Administrator to the Centre Management. If the assumption of \$3.00 average per long distance call, the 784 calls claimed, would total over \$2300,00 additional to the other administrative costs.

Conclusions and recommendations on the cost aspects of the agreement are contained in Section 3.0 following later in the report.

(b) Staff Resources

The direct staff resource consists of one full time receptionist/telephone operator. This person has been with the system since its inception and is extremely knowledgeable.

The administrator would devote a maximum of 10% of his time to telephone referral matters.

A part time, bilingual operator is used to provide for holiday breaks and other limited time periods as determined by the administrator.

On-site examination indicated that, between active receptionist duties and telephone referral, the one - person operation is an extremely busy function, possibly close to requiring an additional PY in the near future.

(c) Data Banks

The Yukon Inquiry Service data bank is limited in scope, utilizing mainly the names and numbers of Federal Government officials by various programs within departments.

It was obvious however that the present inquiry officer is extremely knowledgeable of both programs and officials operating federally in the Territory.

Changes to the data bank are relayed and recorded on an ad hoc basis, but in a small community of government workers it was obvious that the "grapevine" nature of the communication net is effective.

The inquiry centre does not have any connection with the nearest Service Bureau in Vancouver and the data bank maintained is elementary in nature. However, based on the nature of the calls and the responses provided (determined on-site by the study team member) the data bank currently maintained appeared adequate.

(d) Publicity/Access

The Yukon Territory presents a rather unique situation in terms of the development of promotional activity. With only 28,000 people and a vast, remote territory, information is passed through unorthodox means. As an example, many remote communities have only a single telephone or radio-phone link to Whitehorse.

On three separate occasions the study team were advised that the Inquiry Service number is posted prominently by available phones throughout the remote communities. When queried, it appears the posting in each case is through local initiative and in a variety of forms.

Apparently some time ago notices on the availability of toll free services were distributed to key people and the information has spread.

Another unique feature, covered in (j) below is the use of spokespersons who often conduct business with the Federal Government on behalf of others. This need for an intermediary is another factor in the access and use of the inquiry service.

An interesting aspect to accelerated promoting of the availability of toll free access and the inquiry service generally, were the expressed concerns by the administrator that:

- a. any dramatic increase resulting from greater publicity would cause telephone costs to escalate beyond budget capacity; and,
- b. the present staff levels would have to be increased to cope with significantly greater volumes.

(e) Equipment

The present equipment (Northern Telecom SL.1.) provides for three incoming lines and there is switching capacity that is used only for Zenith calls. The equipment is more than adequate for the volume of calls. The current problem of placing users on hold relates to the multiple roles played by the operator and has nothing to do with the equipment itself.

(f) Liaison with Service Bureaux

No liaison exists with the Vancouver Service Bureau and the lack of liaison was not perceived, by the staff, as an impediment to serving Yukon users.

(g) Liaison with Federal Departments

No officially designated federal officials were listed and the data bank information is developed on a continual, but informal basis.

Four officials in DIAND, CEIC and Health and Welfare were contacted. All were aware of the referral service, and the operator by name. All claimed they kept informal links and that referrals made the Inquiry Centre were accurate and up to date in program service terms.

Despite the informal nature of the liaison, the small community dynamics seemed more than adequate to ensure up-to-date access to

available services was maintained.

(h) Federal Identity

The user survey, and talks with local people, indicated that the predominance of the Federal Government in Yukon affairs poses a minor problem of clear identity between the various programs. As employment, native affairs and the RCMP are three key activity areas, the federal identity through the referral centre is clearly understood. Other programs are less clearly identified.

The predominant need for a spokesperson in Yukon native languages often means federal referral calls are switched to Yukon Government administrators initially - and then to federal services sources. This appears to blur the federal identity.

(i) Language Capacity

During the field interview stage, the telephone was manned by a replacement part-time operator, who was a Francophone, fully bilingual. Apparently the regular operator has sufficient fluency to be able to assist in the French language, but due to the absence of the full-time operator, the study team member was unable to verify this fact.

It is accepted that services must be available in the two official languages but, based on the evidence, there is an absolute minimal requirement for the French language which appears to be satisfied by the level of language capacity available.

(j) User Survey

To the dismay of the study team member, only seven names of users were provided. Fortunately all seven were available and were interviewed.

The reason for the small number was explained as due to:

- . the very busy phone circuits which made it difficult to allot time to explaining the program etc; and
- . the apparent reluctance of residents to get involved.

Despite the small sample size the responses were overwhelmingly constant:

- . 100% knew they were using federal services;
- . 100% were repeat users;
- . 100% stated that before the Centre operated they had great difficulty reaching Federal Government departments;
- . approximately 50% acted as intermediaries for rural citizens; and
- . 100% received the services they required by being accurately and quickly referred.

The only comment for change was a suggestion from three of the seven that the hours of operation might be extended, as their daytime work made telephoning difficult.

Discussions with local people (approximately 10) indicated that the Inquiry Centre is known and is used, even by Whitehorse residents. All casual contacts spoke highly of the inquiries officer who handles the calls.

(k) Federal Government Survey

As indicated earlier, no officially designated persons within the Federal Government provide formal liaison.

However, four officials were approached (based on earlier visits to Whitehorse by the study team member) - two from Indian Affairs, one from the RCMP, and one from CEIC. All knew of the Inquiry Officer and all had provided information to the Inquiry Service on an ad hoc basis. All stated that referrals were accurate and within quick time limits.

Given the communal aspects of the various government levels in the Yukon, the excellent rapport developed by the inquiry officer appears to meet the federal government officials' need for liaison and appears to result in an adequate exchange of information.

(1) Summary

The Yukon Inquiry Centre is a small, but busy operation where the success of the operation seems to depend, almost too heavily, on the dynamics of the incumbent enquiry officer.

The traffic volume at the reception desk in the Yukon government building, from on-site observation, seems close to a saturation point for a one-person operation.

The costs of the service to the Federal government are minimal, with an adequate level of service being provided.

Federal identity is not a significant issue and the users were all aware of having received federal services.

3.0 CONCLUSIONS AND RECOMMENDATIONS

The conclusions and recommendations, based on study findings, have been developed under the five major evaluation issues, and, within each issue by the evaluation questions.

While this approach may make for a slightly more cumbersome presentation style, it has been developed to ensure that all aspects of the evaluation framework have been responded to as fully as possible.

As the findings were developed under the 11 headings covering all aspects of the study, Section 3.0 detail has been kept to broad statements of conclusions. Recommendations follow each conclusion area, where appropriate.

3.1 Evaluation Issue #1 - To what degree is the public aware of the availability of access to federal government services through the use of telephone referral provided under federal/provincial agreements?

3.1.2 What level of promotional effort is undertaken, and by whom, to enhance public awareness of the availability of federal services and with what effect?

Promotional activity varied across the four study areas, dependent on a number of factors:

- . light activity where the programs have been in place and response has been good (Manitoba/New Brunswick)
- . heavy activity to enhance awareness of system where volume is currently small (PEI)
- . light activity due to concerns over budget and small community dynamics (Yukon).

In general study terms, promotional activity also varied as to the level of the federal participation and in the kinds of promotion undertaken.

It was concluded that a more consistent, regular approach to promotion be considered. It is recommended that:

Recommendation 1 - A review of all planned and present promotional material be conducted by the Centre staff to ensure that federal government identification and text content are suitably developed.

Recommendation 2 - Future negotiations of agreements ensure that a percentage of funds are allocated for promotional activity.

3.1.3 What access information is provided at the point of access and at the point of referral?

The study team concluded that no clear federal identity is provided at either the point of access or referral.

Federal government departmental practices are varied and frequently unclear as to the federal nature of the services.

The referral services usually do not stress either provincial or federal identity.

However, where Blue Pages exist or clear federal listings exist, the referral centre number is prominent and creates an awareness of the use of federal services.

The user surveys indicated that virtually all users were clearly aware that they had gained access to federal services.

No specific recommendations are warranted but the review, specified in Recommendation 1, should include a review of referral centre numbers in telephone directories.

3.2 Evaluation Issue 2 - In what ways, and to what degree, have the data bases on available federal services, and the application of standards-of-service levels, been developed and utilized under the federal/provincial/territorial telephone referral agreements?

3.2.1 To what extent are federal data bases used on an "as-is" basis by referral centres?

The study team concluded that the data banks developed by the Service Bureaux are not used on an "as is" basis by any of the referral centres under study, as a sole means of reference. The directory of federal services is used on a limited basis.

The federal data bank in Manitoba was supplied to CIS upon request and no doubt provided some background, but even there, two separate data banks have emerged.

The conclusion was that telephone referral needs for information differed in text length, depth of data needed and mechanical means of reference, from the data banks maintained in the Service Bureaux.

No specific recommendations are considered possible, but the Centre staff can be assured that all study data indicated the referral centres' data banks were adequate to ensure access of federal services. The user survey revealed that all persons surveyed had been adequately and properly referred to where the federal services existed.

3.2.2 What resource efforts at federal/provincial/territorial referral levels are expended on maintaining data bases?

In global terms, the resource levels devoted to data base development and maintenance are difficult to assess with any level of accuracy.

The Service Bureaux allocate specific resources, but as the data base is not used extensively by the referral centres, such resources are primarily for federal interests and were not included in the study.

In Manitoba 2 PY's are predominantly used for data base development and maintenance representing about 25% of the referral centre resources. In PEI the 1 PY resource devotes considerable time, due to the relative newness of the service. In New Brunswick and the Yukon, data base maintenance is extremely marginal and impossible to estimate.

Despite the different levels of effort, the overall conclusion reached by the study team (and borne out by the user survey and federal officials survey) is that the data banks are sufficient for the needs currently identified.

However, as in the case of promotional activity, it is recommended that:

Recommendation 3 - Future agreement negotiations should include a requirement for a clear, determined level of resource to be devoted to data bank maintenance.

3.2.3 To what extent are standards developed and utilized by referral centres?

No formal standards were evident at any of the referral centres with respect to the handling of enquiries or use of equipment.

All staff had received training. On-site observation confirmed, at all four locations, that:

- . the staff were adept at discerning the nature of enquiries and in providing information with a minimum of delay;
- . the recording of statistical data on each call was done simultaneously with the call;
- . that switching of calls and/or calling other sources for information was completed with concern for the user and with clear explanations; and
- . the volume of calls was sufficiently heavy that inquiries officers were constantly employed and were handling calls within tight time frames.

The major concerns with the formal application of standards were to ensure a uniform and effective level of service to the public and an efficient utilization of resources.

While, as stated, no formal standards were evident, the on-site observations revealed a high level of concern and response to the needs of the public. In efficiency terms, the volume of calls in Manitoba and New Brunswick indicated the resources were sufficient but were kept constantly busy. In the Yukon the combination of telephone referral and receptionist duties indicated that the 1 PY resource was barely adequate to cope with

the workload. In Prince Edward Island the referral centre has been in operation for a limited time and the 1 PY appeared adequate to meet the current needs.

An example of the application of standards, through internal surveys, is shown in Exhibit 3.1. The CIS regularly utilize this service to ensure that they are aware of public reaction and have a time-control measure to assess.

By using the proxy standard of workload and resources to measure efficiency the study team concluded that good levels of productivity were achieved and that the centres were providing a high standard of service even without more formal, stated standards having been developed.

However, as motivation and performance in service centres are often heavily dependent on the initiative and impetus of the supervisory/management staff, a more formal stating of anticipated levels of performance would provide new management staff, in the event of turnover, with guidelines and a means of assessment. Therefore the study team recommends that:

Recommendation 4 - The Centre management, in concert with the Service Bureaux and the referral centres, develop mutually acceptable standards with efficiency and effectiveness measures that would permit more precise assessments of performance and provide a guide for future management of referral centres.

3.3 Evaluation Issue #3 - To what extent are the present identity measures designed and delivered to ensure that members of the public are aware of the sources of services when they are referred to federal government departments and agencies?

3.3.1 What identification is provided at point of access and at point of referral?

Identification of federal government services was evident, in varying degrees, at four key points within the process of referral:

- . through media or educational material promoting the programs;
- . through directory services, primarily evidenced by the "Blue Book" or government pages;
- . through the form of identification provided by inquiry officers; and
- . through federal departmental answering services.

As indicated earlier in the report, and as was evident in every facet of the study, acceptance of the basic principle of federal identification was accepted at all of the above levels but application of the principles varied greatly from level to level and between the provincial and territorial operations.

No evidence of specific budgets for promotional programs was found either at the Centre level or with the referral programs. No specific annual plan for promoting the referral services was evident, though several jurisdictions were active in promotional areas. No clear agreement had been reached mutually between the federal officials and referral centre officials on how the federal identity was to be presented. The federal identity, while evident in all promotional material, was not always accorded equal prominence with provincial identification.

WEEK DAY

EXHIBIT 3:1
INQUIRY OFFICER

FEDERAL SURVEY

(20% Sample: Every fifth client requesting Federal information)

HOW DID CLIENT HEAR ABOUT CITIZENS' INQUIRY SERVICE?

(CLIENT SOURCE)

MEDIA	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
PREVIOUS USER	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
WORD OF MOUTH	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
PHONE DIRECT	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
OPERATOR (MTS)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
GOV'T OPERATORS	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
MLA/MP	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
REF FROM FED	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
REF FROM PROV	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
REF FROM OTHER	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30

WHY CLIENT USED OUR SERVICE?

DISSATISFIED	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
NO KNOWLEDGE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
DIRECTORY ASSIST	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
CONVENIENT	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
OTHER	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30

TIME SPENT PER INQUIRY (numbers=minutes)

[illegible]

In service directory terms, the federal initiative to promote the use of Blue Pages was an excellent identity initiative and, based on the survey of users, has been the key factor in creating public awareness of the availability and ease of access to federal programs.

The referral centres, while not actively promoting identification of federal services when responding to user calls, have maintained a basic, neutral, referral stance which the study team concluded, neither promoted nor acted negatively on the issue of federal identity. The use of a bilingual greeting was interpreted by some users as denoting that the services provided were federal in nature.

A brief summary of federal departments revealed a similar, almost neutral, identification approach. In almost all cases the name of a program or organization area was provided, but no specific reference to the federal government. However, without exception, the French language was used in some form as part of the greeting and, as indicated earlier, this appears to be a development that triggers awareness in the public's mind that services are federal.

The study team strongly recommends that:

Recommendation 5 - The Centre assert a stronger role in the development of promotional material to ensure that the federal provision of services is adequately highlighted in any joint material that is developed and released, but also ensuring that the mutual interests of both parties to the agreements are respected.

Recommendation 6 - Where standards, as recommended earlier, are reviewed, the Centre should ensure that the initial identification and subsequent assistance highlights the source of assistance, whether federal, provincial or territorial.

3.3.2 What level of awareness do the using public have of the identification of federal services?

The study team found, as indicated earlier in the study findings, a high level of awareness that federal services had been provided. The main factor in such awareness was the use of the "Blue Pages" or government pages in telephone directories coupled with the prominence accorded the referral centre numbers.

However a significant proportion of users had first heard of the referral services through promotional literature, where federal identity was evident.

It is interesting to note that, the use of the French language was cited as an indicator that federal services were involved, particularly in the western/northern areas under study.

The study team did not feel that a recommendation was needed in this area.

3.4 Evaluation Issue #4 - To what extent, and in what ways, have federal government departments been affected by the provision of referral services under the agreement?

3.4.1 What have been the impacts/effects in federal departments in terms of resourcing and workload for (i) data base maintenance and (ii) for volume of enquiries?

The study team concluded that the workload volume and resourcing implications on federal departments for data base maintenance were negligible but no accurate compilation of costs could be developed. All of the officials interviewed stated the work effects were minimal, even where separate Bureau and referral centre data banks were maintained. However, all officials equally voiced approval for the need for liaison and the beneficial effects in referring users to services.

The diffusion of referral points and a lack of statistics that identified referrals, made any critical assessment of the impact of volumes of calls impossible. However, two points were frequently made:

- . the users needed assistance and would likely have called regardless of the referral system; however
- . the numbers of wrongly directed calls, in their view, were reduced due to accurate referrals by inquiry officers.

The reality is that the study team was advised on several occasions that, if any criticism was to be made, it was that inquiry officers in some areas tended to perform departmental responsibilities rather than the limited referral role expected.

The study team concluded that referral centres had improved access to federal government services but had not affected adversely the resource requirements or workloads. The further conclusion was that public user frustrations in locating federal services had been lowered, based on user survey findings.

The study team did not identify a need for recommendations in the area of workloads or impacts.

3.5 Evaluation Issue #5 - Are the objectives of the program being achieved in the most cost-effective way under the current agreements?

Rather than respond to the specific evaluation framework questions in particular, the study team has concluded that a more general discussion of objectives achievement would assist management more directly.

Despite some areas (P.E.I. and the Yukon) where the costs per call appear significantly high, the service concept is being extremely well served by the referral centres.

The study team was conscious of the fact that no study of Bureau-operated referral centres has been undertaken and also that the present extent of federal/provincial agreements across Canada is due to many considerations.

Notwithstanding these factors, the joint agreement principle, and the current provision of services through agreements, are viewed by the study team as the most effective way to serve the public.

The major points noted from the findings are:

- . the provinces/territory have developed an awareness of total services for their citizens and have emerged beyond local, parochial views;
- . the federal government officials have recognized the benefits and provide a high level of liaison and sharing of information to enhance service to the public;
- . the public, through user surveys, have expressed satisfaction with the services and are aware of the federal presence; and

- . despite some high initial-period costs, the operating costs over the longer period are significantly less than establishing federal - only referral centres.

The study team concludes that the initial efforts of the Centre to:

- . determine public user needs for access and referral to federal government services have been successful; and
- . the joint-agreement referral centres have been the most cost-effective and effective means of responding to identified public needs for access to federal services.

The study team also concludes that the current mandate of the federal government is based, in part, on closer cooperation with the provinces and improved response to public needs.

Therefore the Study Team recommends, notwithstanding the cost difficulties and internal organizational changes that are recognized:

Recommendation #7 - Referral centres, currently operated by the Centre, be reviewed to determine whether joint federal/provincial services could be developed.

Recommendation #8 - The Centre and the departmental management explore ways and means of extending joint - agreement referral centre services to other parts of Canada.

Recommendation #9 - Current Service Bureaux liaison with agreement referral centres be examined to ensure that the Centre's interests in the management of the

program and for adoption of uniform standards, are enhanced for greater effectiveness.

3.6 Summary

Throughout the study the utmost cooperation has been extended to the study team by members of all levels of government. This cooperation has encouraged the study team to present the foregoing report in an open and constructive manner. The help has been appreciated and it is our hope that the findings, conclusions and recommendations will lead to an even more effective program.

The public users have been well served by the "one stop" concept in gaining access to and being served by the two levels of government services. The study team has concluded that both parties to the agreement have been identified adequately, even though further efforts have been recommended for promotion, program identification and other program management concerns.

The extension of the program has been recommended even though the study team is aware of the problems in establishing new agreements and in meeting the costs involved. This recommendation has been made because the benefits to the public far outweigh the difficulties.

In a similar vein, the greater promotional activities recommended and maximum use of the "Blue Pages" concept with a prominent inquiry centre identification, are considered vital to further enhance access and service to the public of the available government services.

Finally, the study team concluded that this relatively new and vital service, is providing a high level of service to the public. In general, the program was found to be well managed at both the federal and provincial/territorial levels, with specific

areas only needing further improvement. The value for dollar expended federally was considered high cost-effective leading to the recommendation for expansion of the joint agreement concept. As the study did not embrace the referral systems operated by the Service Bureaux in other parts of the country, there may be a need for Centre management to balance the findings of this study with their own internal operational reviews of Service Bureaux referral systems.

APPENDIX A

EXAMPLES OF DIRECTORY PAGES

GOVERNMENT OF PEI - CHARLOTTETOWN

ENTS 6

GOVERNMENTS

DIRECTORY

Continued
NCH
Information 892-7411
Deputy Minister
Tourism 892-7411
Coordinator 892-5900
Information Centre
Royalty Mall 892-2457
Deputy Officer 892-5411
3 Queen 892-0311
LABOUR
Deputy Minister And
Information
Sullivan Bldg 892-3493
Inquiries
Sullivan Bldg 892-3493
Beach Grove Rd 892-1894
Inquiries
Sullivan Bldg 892-3416
Inspection
Sullivan Bldg 892-3416
Standards
Sullivan Bldg 892-3416
Relations
Sullivan Bldg 892-3416
Management
Sullivan Bldg 892-3416
Relations Board
Sullivan Bldg 892-3416
Fishing Jones Bldg 892-3416
Wage And Vacation
Information
Sullivan Bldg 892-3416
National Health & Safety
42 Great George 892-0941
ALL 3 Queen 892-0311
Call 892-0311
Investigations — See
Community Hygiene
EMERGENCIES 892-2323
Exchange
No Charge Dial-1 892-2323
892-4101
G
N SHIPYARD INC
..... 652-2275
..... 892-1952
..... 652-2342
..... 859-2238
Garage Riverside Dr 892-0296
HOUSE 892-6440
Members Office
Coles Bldg 892-0191
..... 892-5411
Alberton 853-3155
836-3605
838-3358
892-5411
H
Division Shaw Bldg 892-5445
SOCIAL SERVICES
Inquiries 892-5471
..... 894-4567
Minister 894-9396
Control 566-6027
Hygiene 892-5471
Division 892-5471
Education Centre 892-5471
Rehabilitation QE Hospital 566-6300
Health
Administration 892-5471
Rough Hospital 892-3471
Day Treatment Unit
McGill Av 892-5471
Continued

GOVERNMENTS — Continued
HEALTH AND SOCIAL SERVICES
— Continued
Charlottetown — Continued
Mental Health — Continued
Richmond Centre
197 Richmond 892-0394
Nursing Services 892-5471
Pharmacy 892-5471
Rehabilitation QE Hospital 566-6062
Provincial Sanatorium
McGill Av 894-7331
Teen Help Information
Service 894-8111
Vital Statistics 892-5471
Social Services
Audiology 566-6111
Beach Grove Home 892-4176
Charlottetown Regional Office
Charlottetown Hosp
Bldg 892-1261
Early Childhood Development
Programs 892-5471
Provincial Home For The
Aged 892-6727
Services To The Aging 892-5471
Brecken House 892-9613
Sherwood Home 894-8856
Speech And Hearing 892-5471
Summerside
Health Centre
205 Linden Av
Public Health Nursing
Summerside 436-9124
Community Hygiene
Summerside 436-9124
Cancer And TB Control
Summerside 436-9124
Dental Clinic
Summerside 436-9124
Marriage Licenses
Summerside 436-9124
Mental Health Clinic
Summerside 436-9124
Diabetes Education Centre
271 Lidstone Av
Summerside 436-4994
Social Services Regional Office
237 Water Summerside 436-7294
Summerset Manor
Summerside 436-9261
Alberton
Maplewood Manor
Alberton 853-2383
Kensington
Community Health Nurse
Community Ctr
Kensington 836-3863
Montague
Kings County Memorial Hospital
Montague 838-2241
Public Health Nursing
Montague 838-2241
Mental Health Clinic
Montague 838-4094
TB Control Montague 838-2241
Dental Health Montague 838-2241
Riverview Manor
Montague 838-2790
Social Services Regional Offices
Montague 838-2992
O'Leary
Health Centre
Community Hospital
O'Leary 859-3110
Social Services Regional Office
O'Leary 859-2400
Souris
Colville Manor Souris 687-2380
Social Services Regional Office
Souris 687-3022
Public Health Nursing Health Ctr
Souris 687-2492
Continued

GOVERNMENTS — Continued
HEALTH AND SOCIAL SERVICES
— Continued
Tignish
Public Health Nursing
Co-Op Centre Tignish 882-3638
Health Services Commission
Jones Bldg 892-4281
Heritage Foundation 2 Kent 892-9127
Highway Advertising Regulations
3 Queen 892-0311
Highway Safety Division
Driver Licensing And Vehicle
Registration
Alberton 853-2525
Charlottetown 892-5306
Montague 838-2992
Souris 687-3022
Summerside 436-2235
Hillsborough Hospital
Riverside Dr 892-3471
Home Economics Farm Centre 892-5465
Home For The Aged
45 Kensington Rd 892-6727
Home Nursing Care
Sullivan Bldg 892-5471
Hospital Services Commission
Jones Bldg 892-4281
HOUSING CORPORATION
Administration Office
Jones Bldg 892-0311
Regional Offices
Queens County 3 Queen 892-0311
West Prince O'Leary 859-2400
East Prince Summerside 436-9191
Eastern Kings Souris 687-3022
Southern Kings & Queens
Montague 838-2992
HUMAN RIGHTS COMMISSION
180 Richmond 894-7797
I
INDUSTRIAL ENTERPRISES
INCORPORATED
West Royalty 892-3551
INDUSTRY
Minister And Deputy Minister
Shaw Bldg 892-5445
General Inquiries 892-5445
Community Economic Development
Division 892-5445
Human Resource Development
Division 892-5445
Industrial Development
Division 892-5445
REGIONAL SERVICE CENTRES
West Prince
Alberton 853-2918
O'Leary 859-2400
Tignish Alberton 853-2918
Tyne Valley 831-2110
Centre de services regional
Evangeline Wellington 854-3131
Evangeline Regional Services
Centre Wellington 854-3131
East Prince Summerside 436-9191
Southern Kings And Queens
Montague 838-2992
Eldon Clients
Vernon River 651-2274
Vernon River Clients 651-2062
Eastern Kings
Souris 687-3022
Montague 838-4098
Morell 961-2554
Eastern Kings Regional Services
Centre Satellite Office
Morell 961-2627
Inspection Of Restaurants And
Tourist Facilities
Charlottetown 892-5471
Summerside 436-9124
Continued

GOVERNMENTS — Continued
Inspection Of Restaurants And
Tourist Facilities — Continued
Insurance Superintendent
Shaw Bldg 892-5411
ISLAND INFORMATION SERVICE
Jones Bldg 892-3428
Island Inquiries 566-7575
Long Distance Exchanges
No Charge Dial-1 566-7575
Intergovernmental Affairs Office
Shaw Bldg 892-9104
J
JUSTICE
Charlottetown
Minister-Deputy Minister And
Administration
Shaw Bldg 892-5411
Courts 42 Water 892-9131
Legislative Counsel
42 Great George 892-5441
Deeds Registry Jones Bldg 892-6453
Sheriff 42 Water 892-9131
Insurance Div Shaw Bldg 892-5411
Corporations Div
Shaw Bldg 892-5411
Sleepy Hollow Correctional
Centre 892-7451
Summerside
Prince County Courthouse
Summerside 436-4217
Prince County Jail
Summerside 436-2088
Sheriff Summerside 436-2623
Deeds Registry
Summerside 436-5351
Georgetown
Courthouse Georgetown 652-2308
Kings County Jail
Georgetown 652-2915
Sheriff Montague 838-4036
Alberton Courthouse
Alberton 853-3461
Souris Courthouse
Souris 687-3041
L
Laboratories QE Hospital 566-6300
LAND DEVELOPMENT
CORPORATION
Charlottetown
40 Great George 892-4137
Summerside
109 Water Summerside 436-9191
Montague Reg Svcs Ctr
Montague 838-2992
O'Leary Reg Svcs Ctr
O'Leary 859-2400
Souris Reg Svcs Ctr Souris 687-3022
Landlord And Tenant Information
— See Rentalsman
Land Titles Jones Bldg 892-4179
LAND USE COMMISSION
3 Queen 892-4259
Land Valuation And Assessment
— See Finance
Landfill Sites
Charlottetown 892-1708
Summerside
St Eleanors Summerside 436-5827
Cardigan 583-2899
Leader Of The Opposition
Coles Bldg 892-5328
Legal Aid — See Public Defenders
Legislative Assembly
Speaker's Office 894-5131
Clerk 892-4296
Government Members Office 892-0191
Opposition Members Office 892-5328
Legislative Counsel
42 Great George 892-5441
Continued

MENTS —Continued
L CANADIAN MOUNTED
ICE —Continued
Division Headquarters
—Continued
50 University Av —Continued
Criminal Investigations Branch
—Continued
Federal

Investigations - 566-7121
Police Community
Relations - 566-7144

S

TARY OF STATE
vincial Office
Citizenship Inquiries
97 Queen - 566-7188
Community Groups Assistance
97 Queen - 566-7188
POTATO CERTIFICATION
—See Agriculture Canada this section
L INSURANCE NUMBER
See Employment Centres this section
E'S ALLOWANCE —See
Health&Welfare this section
STICS CANADA
ries-Statistical And General
256 Barrington Halifax NS
No Charge-Dial - 1 800 565-7192
Regional Office
Halifax 1 426-3110

GOVERNMENTS —Continued

SUPPLY&SERVICES CANADA

District Office-Charlottetown
Inquiries - 566-7555
Manager - 566-7551

T

Television Interference
Charlottetown - 566-7000
Trademarks - 566-7288

TRANSPORT CANADA

Charlottetown
Air Administration -
Airport Manager - 566-7997
Mechanical And Field
Supervisor - 566-7915
Building And Electrical
Supervisor - 566-7917
Airport Emergency
Services - 566-7911
Airport Traffic Control
Tower - 566-7919
Air Traffic Control Unit
Chief - 566-7909
Flight Service Station - 566-7900
Telecommunications And
Electronics
Maintenance
Manager - 566-7920

Marine Administration
Canadian Coast Guard

Continued

All Services - 566-7930
Coast Guard Radio
Station - 566-7925
Regional Vessel Traffic
Control-Dartmouth NS
Oil Spills Defective Aids To
Navigation Other Marine
And Environmental Emergencies
From Telephones In
Long Distance Exchanges
No Charge To Calling Party
Ask Operator For - Zenith-49000
Ports And Harbours
Area Manager - 566-7930
Port Manager
MarineTerminal - 566-7930

U

UNEMPLOYMENT CENTRES —See
Employment Centres this section

V

VETERANS AFFAIRS CANADA

District Office
Confederation Crt Tower-134
Kent
General Inquiries - 566-8677
Veterans Services - 566-8677

Continued

Bureau Of Pensions
Advocate - 566-86
Canada Pension
Commission - 566-86
Veterans Land
Administration - 566-86
Head Office
Dominion Bldg-97 Queen
General Inquiries - 566-88
War Veterans Allowance
Board
Chairman - 566-80
General Inquiries - 566-80
Bureau Of Pensions Advocate
General Inquiries - 566-86
Pension Review Board - 566-86
Relocation Centre
136 Richmond - 894-50

W

WATER SURVEY OF CANADA - 566-704
WEATHER
General Inquiries - 566-704
Weights&Measures Scale
Inspections - 566-728

FOR SERVICES NOT LISTED ABOVE
NoChargeDial-1 566-757

**PARK BENCHES ARE
UNCOMFORTABLE.**

Call ahead for reservations.

GOVERNEMENTS, GOVERNMENTS, FEDI

COMMUNITY COLLEGE
refer to information
GENERAL INFORMATION
Extension Department
Information)
Technology Program
Trade Program Information
ADMINISTRATION
Accounting
Admissions Office
Campus Nurse
Guidance Counsellor
Library
Maintenance Supervisor
Media Coordinator
Principal
Purchasing
Security
Stores
Student Placement
Student Services Center
Vice-Principal Administration
EXTENSION
Extension Officer
Extension Services
Vice-Principal Extension
TECHNOLOGY
Academic - Language
Academic - Science
Business Technology
CAD/CAM
Civil Engineering
Computer Centre
Computer Engineering
Electro - Mechanical
Electronics Engineering
Mechanical Engineering
Pre-Technology
Vice-Principal Technology
TRADES
Aircraft Maintenance
Adult Education
Barbering
Beauty Culture
Business Education
Carpentry
Cook
Electricity
Industrial Mechanic
Machine Shop
M.V.R. - Mechanics
Nursing Assistant
Plumbing
Sheet Metal
Vice-Principal Trades
Welding
STUDENT COUNCIL
INFORMATION

DEATH CERTIFICATE
Fredericton

EDUCATION
Evaluation Branch
Moncton
Richibucto
ENVIRONMENT (TH
Pollution Control
Moncton

FINANCE
Audit Division - Saint
Moncton 770 Main
Gasoline and Motor
Moncton 414 Collis
Revenue Offices
(Motor Vehicle & Fuel
Bouché
Horswell Cape
Moncton 770 Main
Port Elgin
Richibucto
Riverview
Sackville
Shediac
FISHERIES
Fisheries Loan Office
Shediac
Regional Office
Shediac

COMMUNITY COLLEGES
NEW BRUNSWICK COMMUNITY COLLEGE
CAMPUS DU SUD-EST Moncton 27 John
Information 382-4427
Principal 854-4743
Extension Services 382-4428
Accountant/Registrar 835-4152
Business Education 724 Main 854-0945
NEW BRUNSWICK COMMUNITY COLLEGE
MONCTON CAMPUS 1234 Mountain Rd
Direct lines to all departments
can be obtained by checking the following list
If unable to locate your party

TRYING TO TRACK DOWN A GOVERNMENT OF
CANADA PROGRAM OR SERVICE
THE CANADA SERVICE BUREAU WILL HELP
YOU

GOVERNMENT OF CANADA - FREDERICTON DIRECTORY

FEDERAL - PROVINCIAL

GOUVERNEMENTS, GOVERNMENTS, FEDERAL, PROVINCIAL

COME TAX
No Charge To Calling Party - Dial ... 1-800-222-9622

DIAN AND NORTHERN AFFAIRS
Indian and Inuit Affairs Branch
Chestnut Complex York ... 452-3350

INDUSTRY TRADE & COMMERCE/REGIONAL
ECONOMIC EXPANSION
Director Trade Tourism & Regional
Operations ... 452-3138
Regional Operations ... 452-3135
Trade & Tourism ... 452-3190

SULATION - HOME (CHIP)
Fredericton ... 452-3756
From All Other N B Locations No Charge To
Calling Party - Dial ... 1-800-442-9771

L

BOUR CANADA
Fredericton - 633 Queen
General Enquiries ... 452-3191

M

MEMBERS OF PARLIAMENT - (FEDERAL)
York-Sunbury - Fredericton ... 454-4020
Fundy-Royal - Sussex ... 433-4040
Carleton-Charlotte
Harvey Station Fredericton Oromocto Keswick
Fredericton Junction Hoyt Millville Nackawic
No Charge Dial Operator - Ask For ... Ze 08-039
IS LEADING ADVERTISING ... 452-3040

N

NATIONAL DEFENCE
Recruiting - Fredericton ... 452-3015
CO Royal New Brunswick Regt - Armoury
Fredericton ... 452-3013
IBN Royal New Brunswick Regt -
Armoury ... 452-3014
Base Gagetown - Oromocto ... 422-2000
(Private Branch Exchange Connecting all Units)
Air Movement Section (Fredericton
Airport) ... 422-2832
Military Police ... 357-9421
Townsite Office ... 422-2145
PMQ Service Centre ... 422-2103
Or ... 422-2868
Water Treatment Plant Supervisor ... 422-2810
Base Traffic Section ... 422-2605
Recreation Centre ... 422-2660
Bowling Alley ... 357-8696
Special Investigation Unit ... 357-9583
Base Supply Local Purchase ... 422-2848
Or ... 422-2849
Or ... 422-2850
Or ... 422-2851
Or ... 422-2510
Or ... 422-2520
Canadian Forces Exchange (CANEX) Oromocto
General Offices ... 357-6431
Retail Store ... 357-2050
Express Mart ... 357-9747
Barber Shop ... 357-8065
Beauty Shop ... 357-3695
Credit Union ... 35-8686
Credit Union Loans Manager ... 422-2530
Film/Dry Cleaning Drop off ... 357-9650
Gas Bar ... 357-8263
Homestead Restaurant ... 357-9645
Short Stop Restaurant ... 357-8428
Video Club ... 357-7151
Base Theatre ... 357-6600
Fundy Club ... 357-8284

O

OFFICIAL LANGUAGES
Moncton
Information
Complaints
Telephone Collect ... 388-7047
OLD AGE SECURITY ... 452-3300

P

PACKAGING & LABELLING - FOOD AND OTHER
PRODUCTS ... 452-3040
PAROLE - Fredericton ... 452-3275
PASSPORTS - See External Affairs
Canada this Section ... 452-3040
PATENTS
POST OFFICES
Boiestown ... 369-2646
Chipman ... 339-6359
Doaktown ... 365-4402
Fredericton ... 452-3345
Information Waggoners Ln ... 452-3094
Postal Station A

POST OFFICES - Cont'd
Sales Representative ... 452-3890
Postal Station 'B' Letter Carriers ... 452-3093
Postal Station 'B' ... 452-3731
Area Manager - Federal Building ... 452-3395
Gagetown ... 488-2724
Harvey Station ... 366-2819
Millville ... 463-2767
Minto ... 327-3541
Nackawic ... 575-2155
Oromocto ... 357-3381
Stanley ... 367-2314

PUBLIC WORKS CANADA
Fredericton - 633 Queen
General Enquiries ... 452-3575
Public Works Canada Building
Fredericton - 590 Brunswick
General Enquiries ... 452-3397

R

RADIO
Saint John
Interference licensing examinations
inspections ... 648-4889

REGIONAL ECONOMIC EXPANSION/INDUSTRY
TRADE & COMMERCE
Director Trade Tourism & Regional
Operations ... 452-3138
Regional Operations ... 452-3135
Trade & Tourism ... 452-3190

S

SECRETARY OF STATE
New Brunswick and Prince Edward Island
Regional Office
Moncton - 860 Main ... 388-7066
Court of Canadian Citizenship
Moncton - 860 Main ... 388-7050

SOCIAL INSURANCE NUMBER
Fredericton - King's Pl ... 452-3650
All Other Customers - No Charge To Calling
Party - Dial ... 1-800-442-4910
Telecommunications Device For The Deaf
(TDD) ... 452-3600
Minto - Main ... 327-3339
Newcastle - 155 Pleasant ... 622-3421
All Other Customers - No Charge To Calling
Party - Dial ... 1-800-332-3071
Woodstock - Federal Bldg - Regent ... 328-3366
All Other Customers - No Charge To Calling
Party - Dial ... 1-800-442-9788

SPOUSE'S ALLOWANCE ... 452-3300

STATISTICS CANADA
1256 Barrington - Halifax NS
Inquiries - Statistical and General
No Charge To Calling Party - Dial ... 1-800-565-7192
Regional Office - Halifax ... 902-426-3110
Telecommunications Device for the Deaf
(TDD) ... 1-800-565-7192

SUPPLY & SERVICES CANADA
Services
District Office - Fredericton - 440 King
Inquiries ... 452-3280
Supply Administration
Regional Printing - Oromocto ... 422-2481
Or ... 357-2494

T

TELEVISION
Interference - Saint John ... 648-4889

TRADEMARKS ... 452-3040

TRANSPORT CANADA
Air Administration
Airport Manager ... 357-8727
Electrician ... 357-6309
Emergency Service ... 357-2161
Maintenance Garage ... 357-2641
Air Traffic Control Tower ... 357-8729
Chief Controller ... 357-3535
Flight Service Station Manager ... 357-5349
Flight Service Station Supervisor ... 357-5349
Flight Service Station - Flight Planning ... 357-8717
Vortec Site Maintenance ... 357-2447
BCN Maintenance - Keswick
Burtscorner ... 363-2716
Outer Marker - Fredericton ... 459-5912
Canadian Coast Guard
Regional Vessel Traffic Centre Dartmouth NS
Oil Spills Defective Aids to Navigation
Other Marine and Environmental Emergencies
No Charge Dial Operator - Ask For ... Ze 49-000

U

UNEMPLOYMENT INSURANCE
Fredericton - King's Pl ... 452-3650
All Other Customers - No Charge To Calling

UNEMPLOYMENT INSURANCE - Cont'd
Party - Dial ... 1-800-442-4910
Telecommunications Device For The Deaf
(TDD) ... 452-3600
Minto - Main ... 327-3339
Newcastle - 155 Pleasant ... 622-3421
All Other Customers - No Charge To Calling
Party - Dial ... 1-800-332-3071
Woodstock - Federal Bldg - Regent ... 328-3366
All Other Customers - No Charge To Calling
Party - Dial ... 1-800-442-9788

V

VETERANS AFFAIRS
Veteran's Land Administration
633 Queen ... 452-3730

W

WEATHER
Metro Weather ... 357-9801
General Enquiries ... 357-8722

WEIGHTS & MEASURES - SCALE
INSPECTION ... 452-3040

For Information Regarding Federal
Departments Not Listed Above Dial ... 452-3777

FOR INFORMATION REGARDING SERVICES
NOT LISTED ABOVE CALL NEW BRUNSWICK
INQUIRIES
Fredericton Oromocto and Keswick
customers ... 453-2525
All other customers - no charge
Dial ... 1-800-442-4400

PROVINCE OF NEW BRUNSWICK

VOIR AUSSI PROVINCE DU
NOUVEAU-BRUNSWICK
NOTE
Government Services Are Listed Alphabetically
By Department
To Ensure Speedier Service Select The Proper
Department and Branch before Dialing
If Unable to Locate Your Party Refer To
Information Number at End of Listings

A

AGRICULTURE & RURAL DEVELOPMENT
FREDERICTON
AGRICULTURE INFORMATION ... 453-2666
Minister - Hon Malcolm N MacLeod ... 453-2448
Executive Assistant ... 453-3600
Deputy Minister - Tim Andrew ... 453-2450
Assistant Deputy Minister - Production and
Marketing ... 453-2366
Assistant Deputy Minister - Regional
Services ... 453-2449

ADMINISTRATIVE SERVICES BRANCH
Director of Administration ... 453-2521
Accountant ... 453-3636
Payroll & Personnel ... 453-2447
CREDIT UNIONS & CO-OPERATIVES ... 453-2315

AGRICULTURAL ENGINEERING BRANCH
Agricultural Land Planning ... 453-3615
Assistant Director ... 453-2691
Director ... 453-2691
District Engineer ... 453-2691

COMMUNICATIONS SECTION ... 453-2258

FARM MANAGEMENT AND HUMAN
RESOURCE DEVELOPMENT
Agricultural Training ... 453-2449
Director ... 453-2449
District Extension Office ... 453-2691
Farm Development ... 453-2333
Farm Management ... 453-2739
4-H Supervisor ... 453-2449

FARM ADJUSTMENT BOARD
Loans Officer ... 453-2524
Secretary - Manager ... 453-2524

FOOD AND NUTRITION BRANCH
Director ... 453-2428
District Home Economist ... 453-2691
Food & Nutrition Specialist ... 453-2788

GOVERNMENT OF NEW BRUNSWICK - FREDERICTON DIRECTORY

GOUVERNEMENTS, GOVERNMENTS, FEDERAL, PROVINCIAL

PROVINCIAL 215

YOUTH & RECREATION-Cont'd
Sport Co-ordinators453-2928
Student Aid
Director453-2713
Assistant Director453-2577

NEW BRUNSWICK INQUIRIES
Fredericton Oromocto & Keswick
Customers453-2525
All Other Customers No Chg Dial ...1-800-442-4400

GOVERNMENT OF CANADA

FEDERAL GOVERNMENT SERVICES ARE LISTED ALPHABETICALLY. BEFORE DIALING BE CERTAIN TO
 DETERMINE THE PROPER DEPARTMENT AND THE BRANCH DESIRED.
 FOR ADDITIONAL INFORMATION OR INQUIRY PLEASE CALL CITIZENS INQUIRY SERVICE 945-3744

A

RE CANADA
 PRODUCTION & INSPECTION
 AGRICULTURAL INSPECTION
 DIRECTORATE
 Manitoba Region-269 Main
 949-3856
 Finance 949-4288
 Office 949-3880
 Fruit & Vegetable 949-2221
 Inspection 949-2223
 Poultry 949-2212
 949-2224
 Union-Stockyards St Boniface
 949-2214
 Inspector 949-3048
 Inspection Tape 949-6345
 Plant Products 949-2210
 Health Inspection 949-2236
 Products Inspection 949-2230
 Office 949-2624
 Laboratories 949-2378
 AGRICULTURAL INSPECTION OPERATIONS
 Manitoba Regional Office
 613-269 Main 949-2200
 949-2204
 Hygiene 949-2202
 Health 949-2203
 Inspection Office
 International Airport St Bon 786-4276
 Stockyards Office
 101-780 Marion St Bon 949-2218
 Peg District Office
 401-145 McDermot 949-2219
 Pathology Laboratory
 408-269 Main 949-2205
 Development Branch
 Office 949-3032
 Branch 949-2250
 Station
 269-2100
 ACCIDENT INVESTIGATION
 Aviation Safety Bureau 949-5548
 Bureau Call Air Traffic Control
 Centre 786-4208
 Complaints (24
 Hours) 949-4338
 For Flight Information and
 Operations Call Airlines Direct)
 Drews Airport
 Port Manager 338-8260
 Control Tower 338-8630
 Peg International Airport
 Information 786-4275
 786-4241
 Parking 786-4285
 M.P. 786-4163
 949-4316
 ENERGY OF CANADA
 Nuclear Research
 Establishment-Pinawa
 Information About Nuclear
 Energy Pinawa
 Telephone Numbers In
 Winnipeg
 Charge To Calling Party
 Operator For Zenith-07444
 GENERAL OFFICE
 1545-155 Carlton 949-2426
 Regulations 949-4341
 Safety 949-2926
 Transcribed Weather 786-6751

Continued

GOVERNMENT OF CANADA —Continued

C

CRTC 949-6306
 Visual Ear 949-2046
 CANADA LABOUR RELATIONS BOARD
 1040-155 Carlton 949-3145
 CANADA MORTGAGE & HOUSING
 870 Portage 949-5600
 CANADA PUBLIC HELP CENTRE
 103 Osborne St 949-4474
 CANADA PENSION PLAN
 Mnfir Eaton Place 949-3640
 CANADA SERVICE BUREAU
 Mnfir Eaton Place 949-4578
 103 Osborne St 949-4474
 CANADIAN ADVISORY COUNCIL ON THE
 STATUS OF WOMEN
 600-269 Main 949-3140
 CANADIAN AVIATION SAFETY BUREAU
 Aircraft Accident Investigation 949-5548
 After hours Call Air Traffic Control
 Centre 786-4208
 CANADIAN GRAIN COMMISSION
 303 Main
 General Information 949-2770
 Chief Commissioner-H D Pound 949-2735
 Commissioner-G G Leith 949-2732
 Commissioner-Dr V E Candlish 949-2730
 Executive Director-W J O'Connor 949-2731
 Secretary to the Board
 E M Knox 949-3081
 Sr Financial Officer-
 R A Kullman 949-2756
 Finance & Accounting 949-2786
 Central Services 949-2975
 Telecommunications 949-3311
 Accommodations Officer 949-3332
 Appeal Tribunal Chairman-
 P Edwards 949-2743
 Supervisor Grain Futures Act-
 W R Folliott 949-6283
 Information Officer 949-2748
 Library 949-3360
 GRAIN INSPECTION DIVISION
 Special Projects & Training
 Officer 949-3072
 Inspector-in-Charge Central
 District 949-3308
 Reinspection Grading 949-2781
 Grain Standards 949-3310
 Entomologist 949-2788
 Assistant Director-
 Administration 949-2785
 Protein & Grain Statistics 949-2739
 General Office
 Reinspections 949-3315
 Winnipeg Area Inspection Office
 Inspector-in-Charge 949-2790
 Local Sampling 949-2792
 Protein Laboratory 949-2794
 GRAIN WEIGHING DIVISION
 Director-J S T Swanson 949-2795
 Deputy Director-Operations 949-2799
 Deputy Director-Audits &
 Scales 949-2798
 Administrative Officer 949-3303
 General Weighing Information 949-3365
 ECONOMICS & STATISTICS DIVISION
 Information 949-2755
 Director-D N Kennedy 949-2752
 Licensing 949-2789
 Registration 949-2769
 General Statistics 949-2759
 Producer Cars 949-3368
 GRAIN RESEARCH LABORATORIES
 Director-Dr K H Tipples 949-2764
 General Information 949-2766
 Information Officer-Dr C J
 Dempster 949-2768
 CANADIAN HOME INSULATION PROGRAM
 Information (CHIP) 942-2471
 CANADIAN INDUSTRIAL RENEWAL BOARD
 Trade Development 949-2381
 Tourism
 Development 949-3157
 Marketing 949-4396

Continued

GOVERNMENT OF CANADA —Continued

CANADIAN INTERNATIONAL
 GRAINS INSTITUTE 949-5344
 CANADIAN RADIO-TELEVISION &
 TELECOMMUNICATIONS
 COMMISSION 1810-275 Portage 949-6306
 Visual Ear 949-2046
 CANADIAN TRANSPORT COMMISSION
 Air Transport Committee 949-2968
 Railway Transport Committee 949-4214
 CITIZENS' INQUIRY SERVICE
 Telephone referral 945-3744
 Telecommunications Device for the
 Deaf (TDD) 945-4796
 CITIZENSHIP
 COAST GUARD
 Canadian Coast Guard Base Selkirk
 Lot 70 N Main Selkirk 482-5813
 CCGS Namoo Selkirk 785-8246
 If no answer call Selkirk 482-5813
 COMMUNICATIONS
 200-386 Broadway
 Enquiries 949-4391
 Licensing & Examinations 949-5591
 Inspection & Interference 949-5592
 Telecommunications Device for the
 Deaf (TDD) 949-2046
 CONSERVATION & RENEWABLE ENERGY
 OFFICE
 112 Osborne St 949-4266
 CONSUMER & CORPORATE AFFAIRS
 CANADA
 Prairie Regional Office
 202-260 St Mary 949-2703
 Winnipeg District Office
 201-260 St Mary
 Agricultural Products Retail
 Inspection 949-2220
 Bankruptcy 949-3229
 Combines Investigation Misleading
 Advertising 949-5567
 Consumer Products Inspection
 Services 949-2220
 Consumer Services 949-2366
 Copyright (pamphlets) 949-3227
 Corporations (information kits) 949-3227
 Electricity Measurement
 Inspection 949-3803
 Fish Products Retail Inspection 949-2220
 Gas Measurement Inspection 949-3803
 Hazardous Products 949-2846
 Industrial Design (pamphlets) 949-3227
 Packaging and Labelling Consumer
 Products 949-2220
 Patents (pamphlets) 949-3227
 Precious Metals Marking
 Inspection 949-2220
 Product Safety 949-2846
 Textile Labelling Inspection 949-2220
 Trade Marks (pamphlets) 949-3227
 U F F I 949-4623
 Weights and Measures
 Inspection 949-3804
 CORRECTIONAL SERVICE OF CANADA
 (See Solicitor General)
 COSMETIC COMPLAINTS &
 ENQUIRIES 949-5490
 CROWN ASSETS DISPOSAL CORPORATION
 100 Otter 949-3295
 CUSTOMS
 Port Of Winnipeg
 Travel Information (24 Hour) 949-6004
 Regional Administrative Offices
 General Enquiries 949-3064
 Rates of Duty 949-6393
 Fraud 949-3603
 Or 949-3785
 DEFENCE CONSTRUCTION CANADA 837-1331
 DRUG COMPLAINTS & ENQUIRIES 949-5490
 ECONOMIC & REGIONAL DEVELOPMENT-
 MINISTRY OF STATE
 Enquiries 949-4472

Continued

GOVERNMENT OF CANADA —Continued

EMERGENCY PLANNING CANADA
 169 Pioneer 949-3760
 EMPLOYMENT & IMMIGRATION CANADA
 CANADA EMPLOYMENT CENTRES
 All Enquiries Requiring Employment,
 Insurance & Social Insurance Numbers
 Should Be Directed To Your Nearest
 Canada Employment Centre Listed
 Below
 CENTRE-344 Edmonton
 Employment Services 949-5363
 Unemployment Insurance 949-5964
 EAST-220 Hespeler
 Employment Services 949-5392
 Unemployment Insurance 949-5962
 NORTH-1841 Main
 Employment Services 949-2262
 Unemployment Insurance 949-5968
 ST BONIFACE-170 Marion
 Employment Services 949-2510
 Unemployment Insurance 949-5966
 SOUTH-1048 Pembina
 Employment Services 949-6670
 Unemployment Insurance 949-6666
 WEST-1822 Portage
 Employment Services 949-5301
 Unemployment Insurance 949-5963
 JOB INFORMATION CENTRE-393
 Portage
 Employment Services 949-6081
 WOMEN'S EMPLOYMENT
 COUNSELLING CENTRE-324 Kennedy
 Employment Services 949-2041
 PUBLIC RELATIONS
 344 Edmonton
 Record Of Employment
 Enquiries 949-253
 Orders 949-3231
 TEMPORARY EMPLOYMENT-455
 Hargrave
 Employment Services 949-5392
 PROFESSIONAL & EXECUTIVE-400-
 209 Notre Dame
 Employment Services 949-627
 RED RIVER COMMUNITY COLLEGE-
 2055 Notre Dame
 Employment Services 949-226
 UNIVERSITY OF MANITOBA
 139 University Centre
 Employment Services 949-449
 UNIVERSITY OF WINNIPEG-515
 Portage
 Employment Services 949-538
 CANADA CORE AREA EMPLOYMENT &
 COUNSELLING CENTRE
 320 Donald
 Special Programs & Counselling
 Unit 949-651
 Telecommunications Device For The
 Deaf (TDD) 949-397
 Immigrant Placement & Counselling
 Unit 949-657
 Youth Career Counselling
 Centre 949-608
 CANADA IMMIGRATION CENTRE
 175 Carlton 949-204
 International Airport 786-418
 EMPLOYMENT DEVELOPMENT
 BRANCHES
 710-330 Graham 949-402
 320 Donald 949-267
 MANITOBA REGIONAL OFFICE
 710-330 Graham
 General Enquiries 949-392
 Public Affairs 949-378
 OVERPAYMENT RECOVERY 949-289
 Personnel Services 949-227
 Financial Services 949-595
 Director Immigration 949-375
 Director Labour Market & Benefit
 Programs 949-605
 Director Employment &
 Insurance 949-224
 Director General 949-223
 ENERGY MINES & RESOURCES CANADA
 General Enquiries 949-427
 Conservation & Renewable Energy 949-426

Continued

F CANADA —Continued

Science
Procurement — 949-3774
Finance &
Administration — 949-6112
Warehousing &
Distribution — 949-6118
ment & Maintenance
Repairs — 949-6121
of Disposal
Operations — 949-3295
of Printing
Operations — 949-6115
Removal Service — 949-6107
CES BUREAU
raham — 949-4066
n — 949-4063
irector — 949-4063

ice (Winnipeg) 344

on — 949-4198
quiries — 949-3630

T

CATIONS DEVICE FOR THE

Referral service — 945-4796
ANADA
FAIRS — 949-3152
ORT
ION — 949-4316
e in either Official
Language — 949-3202
r — 949-5533

Continued

GOVERNMENT OF CANADA —Continued

Administrative Services — 949-4314
Air Navigation
Regional Director — 949-7661
Air Navigation Systems
Requirements — 949-4486
Facility Engineering & Systems
Development — 949-5556
Air Traffic Services — 949-3673
Aircraft Noise Complaints (24
Hours) — 949-4338
Air Planning and Programming — 949-2803
Airports and Properties
Emergency & Security Services — 949-4360
Facilities — 949-4362
Marketing and Properties — 949-3597
Operations — 949-4359
Planning — 949-4936
Programming/ Administration — 949-6522
Regina Project Team — 949-3090
Winnipeg Project Team — 949-4633
Aviation Regulation
Regional Director — 949-4333
Administration — 949-7727
Air Carrier Operations — 949-3139
Airworthiness — 949-4352
Aviation Medicine — 949-6304
Aviation Safety — 949-2926
Enforcement — 949-7728
Licensing — 949-4341
Engineering & Architecture
Regional Director — 949-3820
Engineering & Architecture
Specialists — 949-3399
Project Implementation — 949-3800
Management Support — 949-3805
Soils Laboratory
600 Ferry St/4s — 786-4234
Financial Services — 949-4322

Continued

GOVERNMENT OF CANADA —Continued

Flight Operations-Training (Hangar
T72) — 949-6885
Materiel Management
Purchasing — 949-4328
Supply Depot — 949-6082
Personnel Services
Counsellor — 949-4551
Information — 949-3720
Occupational Health &
Safety — 949-4349
Staffing — 949-4113
Special Employment Program — 949-3947
Canadian Aviation Safety Bureau
Aircraft Accident Investigation — 949-5548
After hours call Air Traffic Control
Centre — 786-4208
Winnipeg Area Control Centre
Project — 949-4479
St Andrews Airport
Airport Manager — 338-8260
Control Tower — 339-8630
Winnipeg International Airport
Information Services — 786-4275
Airport Manager — 786-4105
General Office — 786-4111
Air Traffic Control Centre — 786-4208
Air Traffic Control Tower — 786-4244
Air Traffic Services — 786-4255
Commercial & Public Services — 786-4182
Data Centre — 786-4167
Engineering & Maintenance — 786-4263
Flight Plans — 786-4161
Flight Service Station — 786-4157
Lost and Found — 786-4241
Public Parking — 786-4285
R C M P — 786-4163
Telecom & Electronics — 786-4242

Continued

GOVERNMENT OF CANADA —Continued

U

UNEMPLOYMENT INSURANCE —(See
Employment & Immigration Canada)

V

VACCINATION-YELLOW FEVER CLINIC — 949-4194
VETERAN'S LAND ADMINISTRATION
169 Pioneer — 949-5310
Or — 949-5312
VETERAN SERVICES
District Office — 949-2860
Bureau of Pensions Advocates — 949-5598
Dental Clinic — 837-1301
Canada Pension Commission
Winnipeg District Office — 837-1301
Prairie Regional Office
Regional Information Officer — 949-4163

W

WATER RESOURCES BRANCH — 949-2434
WEATHER INFORMATION
Aviation Briefing — 774-3454
Aviation Transcribed — 786-6751
Climate Services — 949-2082
Public — 949-2050
WESTERN GRAIN STABILIZATION
ADMINISTRATION 935-303 Main — 949-3384
WILDLIFE SERVICE CANADIAN — 949-5000
WINNIPEG MINT —(See Royal Canadian Mint)

ATION ALL DEPARTMENTS 8AM TO 5PM MON TO FRI----- 949-5454

CTIONS

MANITOBA GOVERNMENT SERVICES ARE LISTED ALPHABETICALLY.
 TELEPHONE NUMBERS FOR SERVICES NOT LISTED DIAL THE GOVERNMENT OPERATOR
 CENTRAL SWITCHBOARD.
 GENERAL INFORMATION DIAL CITIZENS' INQUIRY SERVICE.

CENTRAL SWITCHBOARD
 GOVERNMENT OPERATOR)

945-2211

CITIZENS' INQUIRY SERVICE

945-3744

AFTER HOURS
 (SECURITY GUARDS)

945-3700

EMERGENCY MEASURES ORGANIZATION

945-5555 (24 Hr)

FREQUENTLY CALLED NUMBERS

BIRTH DEATH MARRIAGE

CERTIFICATES & MARRIAGE LICENCES — 945-3701

CONSUMERS BUREAU

Consumer Complaints & Information — 956-2040

DRIVER TESTING APPOINTMENTS — 945-7311

DRIVER LICENSES — 945-6850

EMPLOYMENT STANDARDS — 945-3352

FORESTRY & FOREST FIRE

HAZARD INFORMATION — 945-6784

GOVERNMENT INFORMATION & REFERRAL

(CITIZENS' INQUIRY) — 945-3744

HEALTH & POST SECONDARY EDUCATION

TAX LEVY — 945-3761

HUMAN RIGHTS COMMISSION — 945-3007

- Telecommunication Device

for the Deaf (TDD) — 945-3442

LEGAL AID — 947-6501

MANITOBA SUPPLEMENT

FOR PENSIONERS — 945-2686

MARINE SERVICES — 945-3424

MEDICAL & HOSPITAL

INSURANCE — 786-7111

OMBUDSMAN — 774-4491

PROPERTY TAX CREDIT — 943-3401

PROVINCIAL PARKS INFORMATION — 945-6784

(24 Hour Service) — 942-2535

PUBLIC TRUSTEE — 945-2700

RENTALSMAN'S OFFICE — 956-1010

ROAD INFORMATION — 945-3704

SALES TAX — 945-6444

SCHOOL TAX

(Pensioner/Tenant) — 945-2611

SMALL BUSINESS CENTRE — 945-7738

SOCIAL SERVICES APPEALS — 945-3003

STUDENT AID — 945-6321

STUDENT EMPLOYMENT SERVICE — 945-3556

TELECOMMUNICATION DEVICE

FOR THE DEAF (TDD) — 945-4796

TOURIST INFORMATION — 945-3777

VEHICLE REGISTRATION — 945-7381

PHABETICAL LISTINGS

A

NG OFFICES

401 York — 945-3431

General 405 Broadway — 945-2894

Development & Tourism

155 Carlton — 945-2026

ce Commission

155 Carlton — 945-2333

y Services & Corrections

270 Osborne — 945-2739

& Corporate Affairs

405 Broadway — 945-3469

ive Development

379 Broadway — 945-3469

estments 330 Graham — 945-3686

ritage & Recreation

177 Lombard — 945-4065

Security Accounts

270 Osborne — 945-2739

1181 Portage — 945-7930

ity Colleges

1200 Portage St-Jas — 945-2589

nt Services

270 Osborne — 945-2739

Mines 330 Graham — 945-3686

Continued

GOVERNMENT OF MANITOBA —Continued

Environment & Workplace Safety &

Health (General Inquiry) — 945-5763

Executive Council 450 Broadway — 945-3718

Finance 405 Broadway — 945-3759

Government Services Accounts

405 Broadway — 945-2973

Health 602-330 Graham — 945-3059

Health Liens Registry & Patient

Accounts 602-330 Graham — 945-5913

Highways & Transportation

215 Garry — 945-3882

Housing 287 Broadway — 945-3056

Industry Trade & Technology

155 Carlton — 945-2026

Labour 401 York — 945-3350

Legislative Assembly

405 Broadway — 945-3469

Municipal Affairs 405 Broadway — 945-2194

Natural Resources 191 Broadway — 945-4163

Northern Affairs

59 Elizabeth Dr — Thompson 778-4411

Parks Branch 280 Smith — 945-2453

Provincial Auditor 386 Broadway — 945-3920

Provincial Garage 626 Henry — 945-4794

Queen's Printer 200 Vaughan — 945-3100

Social Allowances Health Services

270 Osborne

Continued

GOVERNMENT OF MANITOBA —Continued

Dental Accounts &

Authorization — 945-3053

Optical Accounts — 945-3051

Pharmacy Accounts — 945-3052

Social Allowance Liens Registry

270 Osborne — 945-3041

Travel Manitoba 155 Carlton — 945-4348

Urban Affairs 386 Broadway — 945-2948

Adoptions 2nd Fl 114 Garry — 945-6962

Adult Basic Education R R C C

1700 King Edward St-Jas — 633-4570

Adult Corrections 139 Tuxedo — 945-7309

Adult Detention Home 444 York — 945-3747

Advertising Audit Office

405 Broadway — 945-3745

Advisory Council on the Status of Women

693 Taylor — 945-6281

Affirmative Action Coordinator

450 Broadway — 945-5998

Aging

Manitoba Council on Aging

175 Hargrave — 945-3516

Provincial Gerontologist

175 Hargrave — 945-3516

Agricultural Credit Corporation

1500 Notre Dame St-Jas — 786-3401

Agricultural Crown Lands

1495 St-James St — 945-6758

Continued

GOVERNMENT OF MANITOBA —Continued

Agricultural Crown Lands Advisory

Committee 1495 St-James St — 945-6684

Agricultural Lands Protection Board

401 York — 945-3149

Agricultural Manpower Officer

401 York — 945-4523

Agricultural Services Complex

545 University Cres FtGry — 945-7658

Agricultural Societies 401 York — 945-4522

Agricultural Training Section 401 York — 945-4521

Agriculture (Communications)

200 Vaughan — 945-3800

Air Pollution 139 Tuxedo — 945-7005

Air & Radio Division Hangar T127 — 945-8990

Airport & Marine Division 215 Garry — 945-3421

Alcoholism Foundation of Manitoba

1031 Portage — 786-3831

Animal Industry Branch

545 University Cres FtGry — 945-7684

Apiarist (Beekeeping) 401 York — 945-3861

ARC (Agreement for Recreation &

Conservation) 386 Broadway — 945-4944

Archives (See Provincial Archives)

Arts Admin Centre 374 Donald — 945-5896

Audiological Screening & Diagnostic

Services (Hearing) 831 Portage — 945-6848

Autopac — (See

Manitoba Public Insurance Corp White Pages)

Continued

GOVERNMENT OF MANITOBA —Continued

B

sheriffs Office
405 Broadway — 945-2107

(Master Referee & Registrar
In) 433 Broadway — 945-2083

mission (Manitoba)
444 St Mary — 945-4161

on
545 University Cres FtGry — 945-7687

g 401 York — 945-3861

ety 1075 Portage — 945-5750

ark Office — 222-9151

**EARTH MARRIAGE
LICENCES & MARRIAGE
LICENCES** 401 York — 945-3701

SECURITIES
450 Broadway — 945-3702

Livestock
545 University Cres FtGry — 945-7687

ce 215 Garry — 945-3773

andards 401 York — 945-3407

Education française Division
1181 Portage — 945-6916

Loans (Education)
693 Taylor — 945-6321

velopment 155 Carlton — 945-2456

ame Registration
405 Broadway — 945-2500

C

provincial Laboratory
750 William — 944-0270

Information (24 hour
recording) — 942-2535

Manitoba Training Agreement
Employment Services) 401 York — 945-3684

ership Program 401 York — 945-4959

source Centres (See
Employment Training & Regional Services)

oy 1007 Century StJas — 945-6608

Democratic Party
450 Broadway — 945-3710

ssive Conservative
450 Broadway — 945-3709

ndent MLA 450 Broadway — 945-2222

formation 405 Broadway — 945-2269

ehicle Branch 626 Henry — 945-3309

f Name (Business)
405 Broadway — 945-2500

f Name (Personal)
401 York — 945-4333

ortgages 405 Broadway — 945-3123

**MEDICAL EXAMINER'S
CE**
nnatype
Medical Examiner — 945-2088

strative Officer — 945-5774

l Office — 945-2048

vincial Firearms Officer
405 Broadway — 945-2831

se 2nd Flr 114 Garry — 945-6969

e & Development (Education)
1181 Portage — 945-7912

amily Services
2nd Flr 114 Garry — 945-6964

ated Income Support Program
(CRISP) 330 Portage — 945-4416

lfare 2nd Flr 114 Garry — 945-6970

Psychiatric Services
678 William — 787-2471

s Tree Permits
530 Kenaston — 945-7862

INQUIRY SERVICE — 945-3744

ation Branch 405 Broadway — 945-2832

SERVICE COMMISSION
(ment of Manitoba Employment)
155 Carlton — 945-2330

vice Superannuation Board
400 Tache StBon — 233-8722

vestigations (Highways &
Transportation) 215 Garry — 945-3774

Environment Commission
139 Tuxedo — 945-7120

the Executive Council
450 Broadway — 945-3726

the Legislative Assembly
450 Broadway — 945-3707

& Textile Specialist (Health
me Economics) 880 Portage — 945-8564

on for Oaths (Inquiries)
405 Broadway — 945-2654

icable Disease Control
831 Portage — 945-6833

ications (Agriculture)
200 Vaughan — 945-3800

ications (Education)
1200 Portage — 945-6185

ications & Info Services
arton
ss Development & Tourism — 945-2474

ry Trade & Technology — 945-2465

ications Centre (Central
Information) 401 York — 945-2211

Continued

GOVERNMENT OF MANITOBA —Continued

Communities Economic Development Fund
428 Portage — 949-1844

Community Colleges
1200 Portage StJas — 945-2589

Community College Access Program/Inner
City Nursing Program
2055 Notre Dame StJas — 633-5930

Community Release Centre
223 Memorial — 945-3278

COMMUNITY SERVICES OFFICES
AFTER HOURS EMERGENCIES — 774-6959

ADMINISTRATIVE OFFICE
189 Evanson — 945-6257

DISTRICT OFFICES
Central District
City Centre/Fort Rouge
189 Evanson — 945-6333

North East District
East Kildonan/East St Paul
1400 Henderson — 945-8558

Transcona 108 Bond Trns — 945-8944

North West District
North Winnipeg/West
Kildonan/West St Paul
1021 Cork — 945-8333

South Central District
River Heights/Charleswood
3-139 Tuxedo — 945-7323

Fort Garry
2989 Pembina FtGry — 945-8933

South East District
St Boniface/St Vital
233 Provencher StBon — 945-8966

West District
Assiniboia
1981 Portage StJas — 945-8911

St James 2000 Portage StJas — 945-8922

Companies Branch 405 Broadway — 945-2500

Computer Education 1200 Portage — 945-7931

Conciliation Services 401 York — 945-3367

Conservation Officer (Wpg District)
139 Tuxedo — 945-7270

Construction Engineer (Highways &
Transportation) 215 Garry — 945-3775

Construction Services (Government
Services) 1383 Whyte — 945-8018

CONSUMERS BUREAU
(Consumer Complaints & Information)
307 Kennedy — 956-2040

Continuing Care Directorate
831 Portage — 945-6737

Contract Engineer (Highways &
Transportation) 215 Garry — 945-3776

CONTRACTS
(Government Services) -1700 Portage

Construction — 945-7539

Building Services — 945-7521

Co-op Development 215 Garry — 945-3682

Co-op & Credit Union Regulation
215 Garry — 945-3682

Core Area Training & Employment Agency
124 King — 945-5775

Coroner/Medical Examiner (See Chief
Medical Examiner's Office)

Corporation Capital Tax 401 York — 945-3761

Corporations & Business Names Branch
405 Broadway — 945-2500

Corrections
Adult 139 Tuxedo — 945-7309

Juvenile 139 Tuxedo — 945-7288

CORRESPONDENCE SCHOOL
528 StJamesSt StJas — 945-7612

High School Equivalency Program
(G E D Tests) — 945-7617

Student Counsellor — 945-7619

Student Registration — 945-7618

Student Registrars
(Problems/Information when
enrolled) — 945-7393

Cost of Living Tax Credit Information
401 York — 943-3401

COURTS
Administrator of Court Services
405 Broadway — 945-2084

County Court-St Boniface
227 Provencher StBon — 945-8010

County Court-Winnipeg
405 Broadway — 945-3125

Court Communicators
151 Princess — 942-6829

Court Communicators
620-504 Main — 943-0621

Court of Appeal 433 Broadway — 945-2647

COURT OF QUEEN'S BENCH
405 Broadway

Civil & Criminal Division — 945-3014

Family Division (Divorce) — 945-4052

Marriages — 945-3133

Orderly Payment of Debts — 945-3133

Prothonotary/Registrar — 945-3026

Small Claims — 945-3138

Surrogate Division (Wills) — 945-3184

Court Reporters 405 Broadway — 945-2097

Court Reporters 139 Tuxedo — 945-7181

Court Services 405 Broadway — 945-2084

Family Courts
212 Dumoulin-St Boniface — 945-8003

239 Magnus — 945-8953

Continued

GOVERNMENT OF MANITOBA —Continued

139 Tuxedo-Bldg 30 — 945-7138

Juvenile Court 139 Tuxedo — 945-7166

Provincial Court
373 Broadway — 945-3454

207 Donald
Rural Offences — 945-2094

Winnipeg Traffic Division — 945-3156

Public Safety Building
151 Princess — 945-2457

St Boniface
227 Provencher StBon — 945-8004

Cottage Lots-Leases & Permits
1495 StJamesSt StJas — 945-6774

Criminal Injuries Compensation Board
333 Maryland — 775-7821

Criminal Prosecutions Branch
405 Broadway — 945-2852

CRISP (See Child Related Income Support
Program) — 945-3813

Crops Section 401 York — 945-3813

CROWN ATTORNEYS
Juvenile Bldg30-139 Tuxedo — 945-7175

Public Safety Building
151 Princess — 945-3188

Woodsworth Bldg 405 Broadway — 945-2852

CROWN LAND
Agriculture 1495 StJamesSt StJas — 945-6758

Natural Resources
1495 StJamesSt StJas — 945-6765

Crown Oil Leases 330 Graham — 945-6571

Cultural Development 177 Lombard — 945-3847

Curriculum Assessment
1200 Portage — 945-7931

Curriculum Development &
Implementation 1181 Portage — 945-7975

Curriculum Guides 1181 Portage — 945-6037

Custody & Guardianship Cases
139 Tuxedo — 945-7236

D

Dairy Section
545 University Cres FtGry — 945-7692

**DAY CARE SERVICES FOR
CHILDREN**
2nd 114 Garry
General Information — 945-2197

North Winnipeg Area — 945-8771

South Winnipeg Area — 945-4884

West Winnipeg Area — 945-4886

Day Release Centre 223 Memorial — 945-3278

Daylight Saving Time 450 Broadway — 945-3787

Death Certificates 401 York — 945-3701

Debentures (Corporation Mortgages)
405 Broadway — 945-3123

DENTAL
Dental Childrens Program
831 Portage — 945-6689

Dental Health Services
831 Portage — 945-6689

Dental Services (Social Allowance
Administration) 270 Osborne — 945-3053

Dental Services Storeroom
1500 Regent Trns — 945-8600

Dental Clinics
Park La Salle School — 261-8417

St Norbert School — 261-8626

St Norbert 45 La Digue Av — 269-7959

Department of Education Library
1181 Portage — 945-7832

Design Services Branch
1700 Portage StJas — 945-7608

Destination Manitoba (DREE Grants for
Tourism) 155 Carlton — 945-4282

Diabetic & Life Saving Drugs
831 Portage — 945-6832

Diagnostic Support Centre (Education)
500 Shaftesbury — 945-8560

Direction des ressources éducatives
françaises 200 Cathédrale StBon — 945-8594

Disaster Assistance Board
379 Broadway — 945-3050

Divorce 405 Broadway — 945-4052

Driver Education (High School Students)
1075 Portage — 945-4604

DRIVER LICENCES 1075 Portage — 945-6850

DRIVER TESTING
Appointments for Class 1 2 3
1057 Thomas — 668-5646

General Office — 945-7311

Appointments for Class 4 5 6 7
141 Doncaster — 945-7311

General Office
141 Doncaster — 945-7320

Drug Abuse Information
1031 Portage — 786-3831

Drug Centre (Veterinary)
545 University Cres FtGry — 945-7655

Drug Pamphlets 880 Portage — 945-8978

Dutch Elm Disease 530 Kenaston — 945-7866

E

**ECONOMIC SECURITY
ADMINISTRATION**
270 Osborne

Continued

GOVERNMENT OF MANITOBA —Continued

Accounts (Social Allowances) — 945-27

Liens (Social Allowances) — 945-30

ECONOMIC SECURITY DIVISION
Administrative Office — 945-21

ECONOMIC SECURITY OFFICES
Central Office 164 Isabel — 945-694

North Office 1790 Main — 945-604

South-West Office 880 Portage — 945-464

Student Social Allowance
693 Taylor — 945-611

Economic Analysis (Agriculture) — 945-351

EDUCATION
Accounts 1181 Portage — 945-799

Administration 1181 Portage — 945-681

Adult Basic Education-R R C C
1700 KingEdward StJas — 633-457

Bureau de l'Education française
1181 Portage — 945-691

Child Care & Development
1181 Portage — 945-791

Communications 1200 Portage — 945-611

Community Colleges
1200 Portage StJas — 945-251

Computer Services 1200 Portage — 945-799

Correspondence School
528 StJamesSt StJas — 945-761

Curriculum Assessment
1200 Portage — 945-799

Curriculum Development &
Implementation 1181 Portage — 945-799

Diagnostic Support Centre
500 Shaftesbury Tux — 945-854

Direction des ressources éducatives
françaises
200 Cathédrale StBon — 945-854

Dubbing Service 1181 Portage — 945-784

Film Booking 1181 Portage — 945-784

Finance (Schools) 1181 Portage — 945-691

High School Equivalency (G E D)
528 StJamesSt StJas — 945-761

High School Marks 1200 Portage — 945-794

Instructional Media Services
1181 Portage — 945-781

Library 1181 Portage — 945-781

Manitoba Textbook Bureau
277 Hutchings — 945-894

Manitoba School for the Deaf
500 Shaftesbury Tux — 945-891

Media Productions 1181 Portage — 945-781

Native Education 1181 Portage — 945-781

Personnel Services 1181 Portage — 945-681

Personnel Services (Community
Colleges) 1200 Portage — 945-351

Planning & Research
1200 Portage — 945-611

Post Secondary Adult & Continuing
Education — 945-251

1200 Portage — 945-251

Administration & Finance — 945-251

Communications — 945-851

Manitoba Technical Training Centre
200-1 Wesley — 942-17

Private Trade Schools — 945-851

Varsity Athletics — 945-851

Post Secondary Career Development
1200 Portage — 945-611

Community College Access
Program/Inner City Nursing
Program
2055 Notre Dame StJas — 633-599

Core Area Training & Employment
Agency 124 King — 945-57

Program Development & Evaluation-
Community Colleges
1200 Portage — 945-599

Pupil Transportation 1181 Portage — 945-681

Red River Community College
2055 Notre Dame StJas — 632-231

Regional Services 1200 Portage — 945-611

School Building Projects
1181 Portage — 945-694

School Busing & Transportation
1181 Portage — 945-681

School Library Services
1181 Portage — 945-781

Special Materials Services
1181 Portage — 945-781

Student Aid Appeal Board
693 Taylor — 945-633

Student Aid Branch 693 Taylor — 945-633

Teachers Certification & Records
1200 Portage — 945-794

Teachers Retirement Allowances Fund
Board 1200 Portage — 945-611

Vocational Education
1181 Portage — 945-794

Education Tax Credit 401 York — 945-371

ELECTORAL OFFICE
Provincial Elections ONLY
450 Broadway — 945-32

**EMERGENCY MEASURES
ORGANIZATION** 405 Broadway — 945-551

Employment Development & Youth
Services 401 York — 945-351

Employment Services & Economic
Security
AFTER HOUR EMERGENCIES — 774-69

Continued

ern Affairs Canada-(Cont'd)

Director ----- 668-6474
Office ----- 667-6341
Office 102-307 Jarvis ----- 668-6575
Program ----- 668-5151
----- 862-7224
----- 863-5271
----- 863-5471

Forests ----- 993-5468
Order ----- 993-5343
on ----- 634-2256
lands & Forests ----- 996-2343
Order ----- 996-2256
----- 969-2243
----- 390-2531

Water Lands & Forests ----- 536-7335
Order ----- 536-7347
----- 536-7366
200 Range Rd ----- 668-5151
----- 668-3629
eral Resources ----- 668-3646
ewable Resources ----- 668-3631
ic Affairs ----- 668-3627
& Architecture ----- 668-3624

ions ----- 668-3621
Manager ----- 668-3625
ead ----- 668-2263
Control Centre ----- 668-2263
ement ----- 668-3647
ces ----- 668-3628

Management Head ----- 668-3638
Manager ----- 668-6561
rces ----- 668-3645
Administration Bldg ----- 667-6904
ining Recorder ----- 667-6849
ederal Bldg ----- 668-7171

DEPARTMENT OF
Lambert St ----- 668-4346
Health & Safety ----- 668-4346
NS BOARD ----- 668-4346
----- 668-4346

LIAMENT
ices ----- 782-2564
le MP ----- 778-7340
MP ----- 667-4878
07 Main St Whitehorse ----- 668-5151
----- 668-2404

CE
ion Headquarters ----- 667-2559
308 Main St ----- 667-2550
Commander ----- 420-2754
Flr 1525 W 8th Ave ----- 732-4303

NA POWER COMMISSION
er "N" in Community ----- 420-2754
----- 732-4303

NORTHERN PIPELINE AGENCY

CANADA
Whitehorse 200-4114 4th Ave ----- 668-4301
NURSING STATIONS
Dawson ----- 993-5333
Old Crow ----- 966-3421

OIL & CHEMICAL SPILLS-EMERGENCY REPORTS
(24 Hour Service)
Whitehorse ----- 667-7244

OLD AGE SECURITY
Edmonton 7th Flr 10055-106 St ----- 420-2630
Vancouver 107-1525 W 8th Ave ----- 732-1177

PARKS CANADA
Dawson
Klondike National Historic Sites ----- 993-5462
Destruction Bay
Kluane National Park
(Warden's Office) ----- 841-4471
Sheep Mountain Area (Seasonal) ----- 841-5161
Haines Junction
Kluane National Park
Headquarters ----- 634-2251
(Warden's Office)(Weekends) ----- 634-2305

Whitehorse
National Historic Sites ----- 668-2116
S S Klondike National Historic Site ----- 667-4511

PASSPORTS
— See External Affairs Canada

POST OFFICE
See CANADA POST

PUBLIC SERVICE COMMISSION OF
CANADA
Whitehorse 302 4114-4th Ave
Staffing Programs Branch Yukon
General Information & Enquiries ----- 668-4487
Northern Careers Program
Yukon Region
200 A Yukon Centre 4114 4th Ave
General Information & Enquiries ----- 667-2327

PUBLIC WORKS CANADA
Fort Nelson
4804-51 Ave W
Construction Engineering ----- 774-6956
Property Administration ----- 774-2319
Whitehorse
201 Range Rd
All Branches ----- 668-2181
Tenders & Contracts ----- 668-5255
After Hours Emergency
Service (Tenants) ----- 668-2373

PUBLICATIONS-FEDERAL
Hull DSS Hull Quebec K1A 0S9 ----- 997-5362

REGIONAL INDUSTRIAL EXPANSION
Business Information
Centre Vancouver
Call Operator (No Chg) ----- 668-4655

REVENUE CANADA - CUSTOMS & EXCISE
See CUSTOMS & EXCISE

ROYAL CANADIAN MOUNTED POLICE
For Listings in BC Locations-See White
Pages
Beaver Creek ----- 862-7300
Carcross ----- 821-4441
Carmacks ----- 863-5251
Dawson City ----- 993-5444
Faro ----- 994-2444
Haines Junction ----- 634-2221
Mayo ----- 996-2322
Old Crow ----- 966-3211
Pelly Crossing ----- 537-3311
Ross River ----- 969-2227
Teslin ----- 390-2500
Watson Lake ----- 536-7443

Note: If No Answer at any of these
numbers
Dial 0 and ask the Operator for
Zenith 50000

SOCIAL INSURANCE NUMBERS

See EMPLOYMENT & IMMIGRATION
CANADA
EMPLOYMENT CENTRES
Whitehorse Detachment
4100-4th Ave Whitehorse
Complaints/Inquiries ----- 667-5555
NCO In Charge ----- 667-5565
General Investigation Section ----- 667-5594
Guardroom ----- 667-5564
Commercial Crime ----- 667-5574
Customs & Excise ----- 667-5578
Drug Section ----- 667-5577

"M" Division Headquarters Staff
Commanding Officer ----- 667-5584
Administration & Personnel ----- 667-5511
CIB Officer ----- 667-5585
Chief Reader - CIB ----- 667-5586
Crime Prevention/Native
Policing ----- 667-5593
Financial Service ----- 667-5597
Property Manager ----- 667-5590
Security Systems ----- 667-5518
Staffing/Training Officer ----- 667-5512
Telecommunications ----- 667-5569
"Air" Detachment ----- 668-4489

SALES TAX-FEDERAL
See EXCISE

SECRETARY OF STATE
Citizenship Registration
Cassiar
Mr Frank J Buckley ----- 778-7435
Dawson City (including residents of
Elsa, Mayo, Clinton Creek)
Mr C Profeit JP Dawson City ----- 993-5408
Fort Nelson
Mr WA Dawson ----- 774-6709
Stewart
Mr AH Burton ----- 636-2309
Watson Lake
Mrs Mary R McCulloch ----- 536-7307
Whitehorse (including residents of
Haines Junction, Carmacks, Faro,
Ross River
Carcross, Teslin and Atlin)
Room 240-308 Main St ----- 668-2721
Citizenship Programs
All Locations
Room 240-308 Main St Whitehorse ----- 668-2721

SOLICITOR GENERAL CANADA
Call Dawson Creek ----- (694) 782-9101

SPOUSES ALLOWANCE
Edmonton 7th Flr 10055-106 St ----- 420-2630
Vancouver 107-1525 W 8th Ave ----- 732-1177

STATISTICS CANADA
Statistical Information Vancouver
See Government-British Columbia
Vital Statistics
for Birth Marriage & Death
Certificates
& Change of Name Information
Call Operator (No Chg)
All Areas ----- Zenith 08913

SUPPLY & SERVICES CANADA
Whitehorse 204 Lambert St ----- 668-5808

SURVEYS & MAPPING
Whitehorse ----- 668-2636

TELEVISION INTERFERENCE
See COMMUNICATIONS CANADA

TRANSPORT CANADA
Burwash Landing
Flight Service Station ----- 841-4242
Dawson City
Flight Services Station ----- 993-5338
Fort Nelson
Airport Manager ----- 774-6454
Fire Department-Emergency Only ----- 774-3333
Flight Service Station ----- 774-3124

Transport Canada-(Cont'd)

Mayo
Flight Service Station ----- 996-2334
Watson Lake
Airport Manager ----- 536-7701
Fire Hall ----- 536-7777
Flight Service Station ----- 536-7703
Weather Information & Briefing ----- 536-7705

Whitehorse
Airport Manager ----- 668-2300
Fire Hall ----- 668-2223
Control Tower ----- 668-2295
Unit Chief ----- 668-2393
District Airworthiness Office ----- 668-3400
Flight Service Station ----- 668-2290
Telecommunications Area Manager ----- 668-2662

UNEMPLOYMENT INSURANCE
See EMPLOYMENT & IMMIGRATION
CANADA - EMPLOYMENT CENTRES

WATER BOARD
Whitehorse ----- 668-5151

WATER SURVEY OF CANADA
Whitehorse Camp 918 Bldg 10 ----- 668-2161

WEATHER INFORMATION
Aviation Briefings ----- 668-2293
General Public Weather Information ----- 668-2292
Officer-In-Charge & Administration ----- 668-5747
Or ----- 668-2291
Upper Air ----- 668-2294
Met Inspection ----- 668-3251
Fort Nelson ----- 774-6461

WILDLIFE SERVICE CANADIAN
Whitehorse 204 Range Rd ----- 668-2285

YUKON TERRITORY WATER BOARD
Suite 200-4114 Fourth Ave Whitehorse ----- 668-4884

TRYING TO TRACK DOWN A GOVERNMENT
OF CANADA PROGRAM OR SERVICE?
THE CANADA SERVICE BUREAU WILL
HELP YOU FIND THE INFORMATION
YOU ARE LOOKING FOR.
CALL OPERATOR (No charge to calling Party)
ALL AREAS ASK FOR ----- Zenith 08918
NUMEROS FREQUEMENT APPELES
BUREAU DE SERVICE CANADA
Renseignements et reference aux
programmes et services federaux
de tous les regions
demandez au telephoniste
(sans frais) ----- Zenith 08918

CENTRES D'EMPLOI
Immeuble Federal ----- 667-5050

DOUANES
Immeuble Federal ----- 667-6471

HOPITAL ----- 668-9444

DROITS DE LA
PERSONNE Vancouver ----- 666-2251

IMMIGRATION Immeuble Federal ----- 667-5010

AFFAIRES INDIENNES ET DU NORD
200 Range Rd ----- 668-5151

DIVERSEMENT DE PETROLE ET PRODUITS
CHIMIQUES
rapports concernant les urgences
(24 heures) ----- 667-7244

BUREAU DE POSTE ----- 667-2412

TRAVAUX PUBLICS
201 ou 204 Range Rd ----- 668-2181

GENDARMERIE ROYALE DU CANADA
4100-4th Ave ----- 667-5555

ASSURANCE-CHOMAGE RENSEIGNEMENTS
Immeuble Federal ----- 667-5070

METEO RENSEIGNEMENTS ----- 668-2293

(Continued Next Column)

GOUVERNEMENT DU CANADA

(Suite - Voir Page Opposee)

IMPOT VANCOUVER

De toutes les regions
demandez au telephoniste
(sans frais) ----- Zenith 04000

INFIRMERIES

Iskut, B.C. ----- 234-3511
Telegraph Creek, B.C. ----- 235-3211

JUSTICE CANADA MINISTERIE DE LA

Whitehorse 204 Lambert St ----- 668-7171

LEVES ET CARTOGRAPHIE

Whitehorse ----- 668-2636

METEO-RENSEIGNEMENTS

Briefing aeronautique ----- 668-2293

Renseignements meteorologiques pour

le public ----- 668-2292

Agent resp et administration

ou ----- 668-2291

Haute atmosphere

Inspection meteorologique ----- 668-2294

Fort Nelson

----- 668-3251

MINES-SAUVEGAGE

Whitehorse ----- 668-5151

OU

----- 668-2404

NOUVEAUX HORIZONS

Edmonton 203 Financial Bldg ----- 420-2754

10621-100 Ave

Vancouver Main Flr 1525 W 8th Ave ----- 732-4303

PARCS CANADA

Dawson ----- 993-5462

Lieu historique national

Klondike ----- 993-5462

Destruction Bay

Parc National Kluvane ----- 841-4471

(Bureau de Gardien)

----- 841-5161

Sheep Mountain Area

(Saisonnier) ----- 841-5161

Haines Junction

Parc National Kluvane ----- 634-2251

Bureau Principal

Bureau de Gardien ----- 634-2305

(Fins de Semaine)

Whitehorse ----- 668-2116

Lieu historique national

S S Klondike ----- 667-4511

PASSEPORTS

(Voir Affaires Exterieures Canada) ----- 993-5474

PECHES ET OCEANS

Dawson City (Ete seulement) ----- 993-5474

Haines Junction

Renseignements Generaux ----- 634-2235

Whitehorse

Renseignements Generaux ----- 667-2235

Services Biologiques

----- 667-7821

Ou

----- 667-7822

POSTES CANADA

Bureaux de Poste ----- 778-1399

Cassiar ----- 993-5342

Dawson City imm Federal ----- 994-2759

Faro Centre d'achats ----- 774-6723

Fort Nelson ----- 782-2322

Maire de poste ----- 996-2277

Mayo ----- 536-7325

Watson Lake ----- 667-2412

Whitehorse ----- 862-7225

Beaver Creek ----- 841-5401

Burwash Landing ----- 821-4581

Carcross ----- 966-3421

Old Crow ----- 536-2287

Upper Liard ----- 993-5333

Whitehorse ----- 966-3421

POSTES DE SANTE ----- 668-7171

Whitehorse 204 Lambert St ----- 668-7171

PUBLICATIONS FEDERALES ----- 997-5362

Centre d'edition MAS Hull ----- 420-2630

Quebec K1A 0S9 ----- 732-1177

REGIME DE PENSION DU CANADA ----- 668-2161

Edmonton 7e etage 10055-106 St ----- 420-2630

Whitehorse 107 1525 W 8th Ave ----- 732-1177

RELEVES HYDROLOGIQUES DU CANADA ----- 668-2161

Whitehorse Camp 918 Bldg 10 ----- 668-2161

REVENU CANADA-DOUANES ET ACCISE ----- 668-6461

Voir DOANES ou ACCISE ----- 668-6461

SANTE ET BIEN-ETRE SOCIAL CANADA ----- 668-6461

Services medicaux Whitehorse ----- 668-6461

Renseignements generaux ----- 668-6461

Directeur regional ----- 668-6461

Medecin responsable des ----- 668-6461

programmes ----- 668-6461

Agent Principal de L'Administration ----- 668-6461

Regionale ----- 668-6461

Agent d'Hygiene du Milieu ----- 668-6461

Infirmiere regionale ----- 668-6461

Instructeur Regional de L'Hygiene ----- 668-6461

Sante Mentale ----- 668-6461

Infirmieres de la zone Nord ----- 668-6461

Infirmieres de la zone Sud ----- 668-6461

Finances et Comptabilite ----- 668-6461

Voyages et demenagements ----- 668-6461

Personnel ----- 668-6461

NNADAP ----- 668-6461

Infirmiere, sante de la Fonction ----- 668-6461

publique ----- 668-6461

ou ----- 668-7175

SECRETARIAT D'ETAT

Enregistrement de la citoyennete ----- 778-7435

Cassiar ----- 993-5408

M Frank J Buckley ----- 774-6709

Dawson City incluant les residents de ----- 636-2309

Elsa, Mayo, Clinton Creek) ----- 536-7307

M C Prolet JP Dawson City ----- 668-2721

Fort Nelson ----- 668-2721

M W A Dawson ----- 420-2630

Stewart ----- 732-1177

Watson Lake ----- 668-5151

Mme Mary R McCulloch ----- 667-4236

Whitehorse (incluant les residents de ----- 782-3747

Haines Junction, Carmacks, Faro, ----- (604) 782-9101

Ross River ----- 420-2630

Carcross, Teslin et Atlin) ----- 732-1177

pièce 240-308 Main St Whitehorse ----- 668-2721

Programmes de la citoyennete ----- 668-2721

Toutes les localites ----- 420-2630

SECURITE DE LA VIELLESSE ----- 732-1177

Edmonton 7e etage 10055-106 St ----- 668-5151

Vancouver 07-1525 W 8th Ave ----- 667-4236

SERVICES GEOLOGIQUES ----- 782-3747

Whitehorse 200 Range Rd ----- (604) 782-9101

SOCIETE CANADIENNE D'HYPOTHEQUES ET DE ----- 420-2630

LOGEMENT ----- 732-1177

Whitehorse 203-303 Jarvis St ----- 667-4236

SOCIETE DU CREDIT AGRICOLE CANADA ----- 782-3747

10224-10th St Dawson Creek ----- (604) 782-9101

SOLLICITEUR GENERAL CANADA ----- 420-2630

Appelez Dawson Creek ----- 732-1177

STATISTIQUE CANADA ----- 668-2116

Renseignements ----- 667-2235

statistiques-Vancouver ----- 667-7821

De toutes les regions ----- 667-7822

demandez au telephoniste (sans ----- Zenith 08913

frais) ----- 668-2116

Pour les certificats de naissance, ----- 667-2235

marriage ----- 667-7821

et deces et pour renseignements ----- 667-7822

sur les ----- 667-7822

changements de nom — Voir ----- 667-7822

Gouvernement de la ----- 667-7822

Colombie-Britannique, statistiques ----- 667-7822

vitales ----- 667-7822

SUPPLEMENT DU REVENUE GARANTI ----- 420-2630

Edmonton 7e etage 10055-106 St ----- 732-1177

Vancouver 07-1525 W 8th Ave ----- 668-2116

TAXE DE VENTE FEDERALE ----- 667-2235

Voir ACCISE ----- 667-7821

----- 667-7822

TRANSPORT CANADA

Burwash Landing ----- 4804-51 Ave W

Service de voia ----- 4804-51 Ave W

Dawson City ----- 4804-51 Ave W

Service de voia ----- 4804-51 Ave W

Fort Nelson ----- 4804-51 Ave W

Gerant de l'aeroport ----- 4804-51 Ave W

Service de voia ----- 4804-51 Ave W

Mayo ----- 4804-51 Ave W

Service de voia ----- 4804-51 Ave W

Watson Lake ----- 4804-51 Ave W

Gerant de l'aeroport ----- 4804-51 Ave W

Service de voia ----- 4804-51 Ave W

Whitehorse ----- 4804-51 Ave W

Gerant de l'aeroport ----- 4804-51 Ave W

Tour de controle ----- 4804-51 Ave W

Chef de section ----- 4804-51 Ave W

Bureau de district, navigabilite ----- 4804-51 Ave W

aerienne ----- 4804-51 Ave W

Gestionnaire regional des ----- 4804-51 Ave W

telecommunications ----- 4804-51 Ave W

Service de voia ----- 4804-51 Ave W

TRAVAIL CANADA ----- 4804-51 Ave W

Whitehorse ----- 4804-51 Ave W

Normes de travail ----- 4804-51 Ave W

Securite et hygiene du travail ----- 4804-51 Ave W

TRAVAUX PUBLICS CANADA ----- 4804-51 Ave W

Fort Nelson ----- 4804-51 Ave W

4804-51 Ave W ----- 4804-51 Ave W

Genie en Construction ----- 4804-51 Ave W

Administration Immobiliere ----- 4804-51 Ave W

Whitehorse ----- 4804-51 Ave W

201 Range Rd ----- 4804-51 Ave W

Tout les services ----- 4804-51 Ave W

Sousmissions et contrats ----- 4804-51 Ave W

Urgences apres les heures ----- 4804-51 Ave W

de service (locataires) ----- 4804-51 Ave W

----- 4804-51 Ave W

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APPENDIX B

EXAMPLES OF PUBLICITY MATERIAL

SERVICE DE RENSEIGNEMENTS
AU PUBLIC
511-401, avenue York
Winnipeg, Manitoba
R3C 0V8
Téléphone: (204) 945-3744
Sans frais, du Manitoba
1-800-282-8060



CITIZENS' INQUIRY SERVICE
511 — 401 York Avenue
Winnipeg, Manitoba
R3C 0V8
Telephone: (204) 945-3744
Toll-free within Manitoba
1-800-282-8060

CITIZENS' INQUIRY SERVICE

The CITIZENS' INQUIRY SERVICE, as the government's central telephone inquiry centre, reports directly to the Executive Council.

The CITIZENS' INQUIRY SERVICE was established in 1972 to provide direct, two-way communication between the government and the public. C.I.S. provides a toll-free service to persons anywhere in the province who are seeking information on government programs or policies.

The service is not intended to usurp or interfere with the functions of the government switchboard operators, Members of the Legislature or ombudsman. It is not an advocate of government policy nor does it become involved in political matters.

The system is designed to make information available without charge. The service provides clients with information; transfers calls to departments or agencies when this is possible; provides appropriate telephone numbers or recommends other sources of information. The service also maintains liaison with other levels of government and private agencies and makes referrals to these organizations when appropriate.

The service operates from 8 a.m. to 5 p.m., Monday through Friday.

In June, 1978, the C.I.S. assumed the role of central inquiry for federal government departments and agencies in the province. C.I.S. inquiry officers will provide information when possible and provide the phone numbers of appropriate departments and agencies.

The phone numbers for the CITIZENS' INQUIRY SERVICE are:

In the City of Winnipeg — 945-3744
Outside Winnipeg — 1-800-282-8060

Written inquiries should be sent to CITIZENS' INQUIRY SERVICE, Room 511, Norquay Building, 401 York Avenue, Winnipeg, Manitoba, R3C 0P8.

Citizens' Inquiry Service provides a bilingual service in both English and French.

The service is also equipped with a Visual Ear for communicating with the hearing impaired. For users of a Telecommunications Device for the Deaf (TDD), the phone number in Winnipeg is 945-4796.

No matter where you live on P.E.I.

IF YOU HAVE A QUESTION PHONE ISLAND INQUIRIES . . .

A bilingual telephone information and referral service for the federal and provincial governments.

We can furnish you with information on any existing service or program of the provincial and federal governments. So whether you need the name and address of your M.L.A., a toll free number for Revenue Canada, the weight restrictions on the Trans-Canada Highway to Wood Islands, information on obtaining a commercial fishing license or a local representative for home renovation grants, etc., ... ask us,

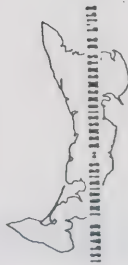
WE HAVE THE ANSWER

TOLL FREE 566-7575

Canada



ISLAND INQUIRIES RENSEIGNEMENTS DE L'ÎLE



JOINT FEDERAL - PROVINCIAL PROGRAM
PROGRAMME JOINT DES
GOUVERNEMENTS FEDERAL ET PROVINCIAL



Canada

Island Inquiries

1-566-7575

Most of us are familiar with the story of the Citizen being switched from one government office to another when attempting to obtain information on a certain program or service.

If you have encountered this situation it may be of comfort to know that now a call to Island Inquiries will save you much frustration.

Island Inquiries is a bilingual telephone information and referral service for the federal and provincial governments.

Designed to assist all those who may experience difficulty in obtaining information about government programs and services through normal channels, Island Inquiries offers its services toll free to all residents of Prince Edward Island. The service staff provides an immediate response or calls back after finding the answer to the question.

This service does not, however, replace or interfere with the functions of M.L.A.'s, government receptionists, or switchboard operators but rather helps them in their task.

Island Inquiries can furnish you with information on any existing service or program of both the provincial and federal governments. In other words, we can provide information on such topics as visas, social insurance numbers, birth certificates, food additives, consumer protection, statistics, the history of P.E.I., small business incentives, hospital and health services, student loans, second language education, electrical inspection, multiculturalism, pensions, taxations, family allowances, home grants, statutory holidays, minimum wages, the metric system, homes for the aging, disabled persons' programs, real estate licenses, provincial acts and regulations, and the list goes on.

So whether you need the name and address of your M.L.A., a toll free number for Revenue Canada, the weight restrictions on the Trans-Canada Highway to Wood Islands or a local representative for home renovation grants (RRAP), we can help you. Telephone 1-566-7575.

Contact the information officer, Barry Gallant.

Renseignements de l'Île

1-566-7575

Eprenez-vous de la difficulté à trouver des renseignements sur les services et programmes offerts par les gouvernements provincial et fédéral?

Si oui, le service d'information téléphonique 'Renseignements de l'Île' peut vous aider.

Tous les citoyens de la province peuvent communiquer, sans frais, avec ce service gouvernemental en composant le numéro 1-566-7575.

Ce service ne remplace pas et n'entrave pas les fonctions des réceptionnistes, des députés ni des standardistes du gouvernement.

'Renseignements de l'Île' a pour objectif d'aider tous ceux qui ont de la difficulté à avoir accès par la voie ordinaire aux renseignements relatifs aux programmes et services des gouvernements provincial et fédéral. Dans la mesure du possible, le personnel du service répond immédiatement aux demandes et cela dans les deux langues officielles.

Donc 'Renseignements de l'Île' peut vous informer sur tout programme et service des gouvernements provincial ou fédéral. Pour en prendre quelques exemples, nous pouvons vous fournir des renseignements sur les visas, les numéros d'assurance sociale, les certificats de naissance, les additifs alimentaires, la protection du consommateur, la statistique, l'histoire de l'I.-P.-E., l'assistance aux petites entreprises, les services hospitaliers et les services de santé, les prêts-bourses aux étudiants, les études en langue seconde, la vérification électrique, le multiculturalisme, les pensions, les impôts, les allocations familiales, les subventions à l'habitation, le système métrique, les maisons de retraite, les programmes pour les personnes handicapées, les licences immobilières, les lois et les règlements provinciaux, etc.

Qu'il vous faut le nom et l'adresse de votre député, un numéro de téléphone sans frais d'interurbain pour Revenue Canada, les limitations de poids sur la route Trans-Canadienne à Wood Islands ou un agent local pour de l'aide à la remise en état des logements (PAREL), 'Renseignements de l'Île' peut vous aider.

1-566-7575

Agent d'information, Barry Gallant

A Joint Federal/Provincial Program of:
Supply & Services Canada
Transportation & Public Works P.E.I.

Un programme joint des gouvernements fédéral et provincial des départements de:
Approvisionnement et Services Canada
Transports et Travaux publics de l'I.-P.-E.



Supply and Services
Canada

Task Force on
Service to the Public

The staff at the Canada Service Bureau can help you find answers to questions about federal government programs, services and regulations.

We're part of

the Task Force on Service to the Public. The Task Force is making it easier for you to deal with the federal government. Through improved telephone listings of government services. Through Telidon. Through the Canada Service Bureaux. It's also working with government departments to give you better service.

Canada
Service Bureau

Questions?



Ask at the
Canada Service
Bureau

(le français au verso)

Canada

Our locations are:

Canada Service Bureau
Government of Canada
Building
220-4th Avenue South East
Calgary, Alberta

Canada Service Bureau
Dominion Building
97 Queen Street
Charlottetown, Prince
Edward Island

Canada Service Bureau
Benson Block
10138-101 Street
Edmonton, Alberta

Canada Service Bureau
1675 Barrington Street
Halifax, Nova Scotia

Canada Service Bureau
823 Main Street
Moncton, New Brunswick

Canada Service Bureau
800 de Maisonneuve
Boulevard East
Montréal, Québec

Canada Service Bureau
399 St. Joseph Street East
Québec, Québec

Canada Service Bureau
101-1801 Scarth Street
Old City Hall Mall
Regina, Saskatchewan

Canada Service Bureau
330-20th Street East
Saskatoon, Saskatchewan

Canada Service Bureau
Avalon Mall Two
Kenmount Road
St. John's, Newfoundland

Canada Service Bureau
50 Bloor Street West
(between Yonge and Bay)
Lower Concourse
Toronto, Ontario

Canada Service Bureau
1230 Government Street
Suite 101
Victoria, British Columbia

Canada Service Bureau
455 Howe Street
Vancouver, British Columbia

Canada Service Bureau
330 Graham Street
Main Floor
Eaton Place
Winnipeg, Manitoba

Canada Service Bureau
103 Osborne Street
Osborne Village
Winnipeg, Manitoba

EATON PLACE
Mon.-Wed. 8:30 a.m.-6:00 p.m.
Thurs. & Fri. 8:30 a.m.-9:30 p.m.
Saturday 10:00 a.m.-6:00 p.m.

WINNIPEG
OSBORNE VILLAGE
Mon.-Sat. 10:00 a.m.-6:00 p.m.

Our hours are:

“Helping people talk
to government.”

APPENDIX C

EXAMPLES OF VOLUME STATISTICS

ISLAND INQUIRIES/
RENSEIGNEMENTS DE L'ILE
566-7575 TOLL FREE/SANS FRAIS

August 1984

8511-3-3-6

SEP 13 1984

MONTHLY REPORT/RAPPORT MENSUEL

Dim./Sun.	Lun./Mon.	Mar./Tues.	Mer./Wed.	Jeu./Thurs.	Ven./Fri.	Sam./Sat.
			1 26	2 16	3 13	4 55
5	6 17	7 15	8 33	9 13	10 CIVIC HOLIDAY CONGE CIVIC	11 78
12	13 17	14 42	15 25	16 15	17 17	18 116
19	20 21	21 13	22 11	23 15	24 11	25 71
26	27 31	28 29	29 25	30 24	31 11	120 340

Appels totaux/Total calls: 340
 Jours ouvrables/Days open: 22
 Moyenne d'appels journaliers/
 Average calls daily: 15.4
 Fédéral/Federal:
 Appels en français/French calls: 5

Agent d'information/
Information Officer

Barry Gallant

P.O. Box 2000
 Charlottetown
 P.E.I.
 C1A 7N8

GOVERNMENT OF CANADA

- 2 AGRICULTURE
D.A. ADMIN.
- 5 CANADA MORTGAGE & HOUSING
D.A. ADMIN.
- 3 CONSUMER & CORPORATE AFFAIRS
D.A. ADMIN.
- 12 EMPLOYMENT & IMMIGRATION
D.A. ADMIN.
- 11 ENERGY, MINES & RESOURCES
D.A. ADMIN.
- 2 ENVIRONMENT
D.A. ADMIN.
- 3 EXTERNAL AFFAIRS
D.A. ADMIN.
- 3 FEDERAL BUSINESS DEVELOPMENT BANK
D.A. ADMIN.
- 1 FINANCE
D.A. ADMIN.
- FISHERIES & OCEANS
D.A. ADMIN.
- 1 FITNESS & AMATEUR SPORT
D.A. ADMIN.
- 10 HEALTH & WELFARE
D.A. ADMIN.
- 3 INDIAN AFFAIRS & NORTHERN DEVELOPMENT
D.A. ADMIN.
- 5 INDUSTRY, TRADE & COMMERCE (DRIE)
D.A. ADMIN.
- JUSTICE
D.A. ADMIN.
- 2 LABOUR
D.A. ADMIN.
- NATIONAL DEFENCE
D.A. ADMIN.
- 4 PUBLIC WORKS
D.A. ADMIN.
- 4 REVENUE CANADA (TAXATION)
D.A. ADMIN.
- 2 REVENUE CANADA (CUSTOMS & EXCISE)
D.A. ADMIN.
- SCIENCE & TECHNOLOGY
D.A. ADMIN.
- 4 SECRETARY OF STATE
D.A. ADMIN.
- 2 STATISTICS CANADA
D.A. ADMIN.
- 14 SUPPLY & SERVICES
D.A. ADMIN.

- 2 TRANSPORT
D.A. ADMIN.
- TREASURY BOARD
D.A. ADMIN.
- 5 VETERANS' AFFAIRS
D.A. ADMIN.
- 49 OTHER (Fed.)
D.A. ADMIN.
- 201 PROVINCIAL CALLS
D.A. ADMIN.
- Governor General's Office
- 1 Prime Minister's Office
- 1 Privy Council
- Cabinet
- Parliamentary Secretaries
- 2 House of Commons
- 2 Leader of the Official Opposition
- Leader of the New Democratic Party
- Senate
- 3 Solicitor General
- 10 Constituencies (M.P.'s)
- INDEPENDENT COMMISSIONS, CROWN
CORPORATIONS & COUNCILS
- 1 Canada Council of the Arts
- Canadian International Development
Agency
- Commissioner of Official Languages
- Economic Council of Canada
- Export Development Corp.
- Federal Boundaries
- Heritage Canada
- International Development Research
Centre
- Loto Canada Inc.
- Metric Commission
- National Film Board
- 4 National Research Council of Canada
- 4 Post Office
- 2 Privacy Comm.
- 8 Public Service Comm.
- Status of Women
- 52 Various

201 Total activities/inquiries Prov.

139 Total activities/inquiries Federal

TOTAL 340

Island Inquiries

P.O. Box 2000

Charlottetown

P.E.I.

CIA 7N8

8511-3-2-9



N.B. INQUIRIES RENSEIGNEMENTS N.-B.

SEP-7 1984

Tel. 1-800-442-4400
Fredericton }
Oromocto } 453-2525
Keswick }
C.P. / P.O. Box 6000
Fredericton, NB
E3B 5H1

MONTHLY REPORT/RAPPORT MENSUEL

AOUT 1984
AUGUST 1984

Dim./Sun.	Lun./Mon.	Mar./Tues.	Mer./Wed.	Jeu./Thurs.	Ven./Fri.	Sam./Sat.
			1 <u>124</u>	2 <u>156</u>	3 <u>141</u>	
	6 Congé/ Holiday	7 <u>220</u>	8 <u>174</u>	9 <u>163</u>	10 <u>178</u>	
	13 <u>185</u>	14 <u>185</u>	15 <u>172</u>	16 <u>182</u>	17 <u>143</u>	
	20 <u>219</u>	21 <u>210</u>	22 <u>175</u>	23 <u>171</u>	24 <u>135</u>	
	27 <u>224</u>	28 <u>176</u>	29 <u>177</u>	30 <u>153</u>	31 <u>165</u>	

Appels totaux/Total calls: 3,828
 Jours ouvrables/Days open: 22
 Moyenne d'appels journaliers/
 Average calls daily: 174
 Appels locaux/Local calls: 1,335
 Appels sans frais/Toll free calls: 2,493
 Fédéral/Federal: 600
 Appels en français/French calls: 838

Agents d'information/
 Information Officers
 Surveillant/Supervisor
 Normand Léger
 Cécile Babineau
 Cécile Guérette
 Elden McLaughlin

NB 200
1784-1984

Services municipaux/ Municipal Affairs	
Ministère/ Department	74
Assistance annuelle/ Directory Assistance	18
Total	92
Culture et Aménagement rural/ Culture & Rural Development	
Ministère/ Department	45
Assistance annuelle/ Directory Assistance	11
Total	56
Approvisionnement et Services/ Supply & Services	
Ministère/ Department	104
Assistance annuelle/ Directory assistance	56
Total	160
Assemblée législative/ Legislative Assembly	
Administration	14
Assistance annuelle/ Directory assistance	1
Total	15
Bureau du premier ministre/ Prime Minister's Office	
Administration	32
Service d'information du N.-B./ Information Service	43
Assistance annuelle/ Directory assistance	9
Total	84
Collèges communautaires/ Community Colleges	
Ministère/ Department	22
Assistance annuelle/ Directory Assistance	9
Total	31
Commerce et Développement/ Commerce & Development	
Ministère/ Department	80
Assistance annuelle/ Directory Assistance	27
Total	107
Commission d'énergie électrique du N.-B./ Electric Power Commission	
Administration	42
Assistance annuelle/ Directory Assistance	2
Total	44

Conseil de Gestion Board of Management	
Ministère/ Department	11
Assistance annuelle/ Directory Assistance	8
Total	19
Contrôleur/Comptroller	
Ministère/ Department	17
Assistance annuelle/ Directory Assistance	6
Total	23
Éducation/ Education	
Ministère/ Department	43
Assistance annuelle/ Directory Assistance	34
Total	77
Environnement/ Environnement	
Ministère/ Department	18
Assistance annuelle/ Directory Assistance	4
Total	22
Finances/ Finance	
Ministère/ Department	339
Assistance annuelle/ Directory Assistance	22
Total	361
Jeunesse et Loisirs/ Youth and Recreation	
Ministère/ Department	139
Assistance annuelle/ Directory Assistance	12
Total	151
Justice	
Ministère/ Department	302
Assistance annuelle/ Directory Assistance	38
Total	340

pêches/ Fisheries	
Ministère/ Department	15
Assistance annuelle/ Directory Assistance	4
Total	19
Réforme de la gestion des services publics/ Public Service Delivery Reform	
Total	18
Réforme du programme social/ Social program Reform	
Total	2
Ressources historiques et culturelles/ Historical and Cultural Resources	
Ministère/ Department	93
Assistance annuelle/ Directory Assistance	16
Total	109
Ressources naturelles/ Natural Resources	
Ministère/ Department	66
Assistance annuelle/ Directory Assistance	33
Total	99
Santé/ Health	
Ministère/ Department	390
Assistance annuelle/ Directory Assistance	13
Total	403
Secrétariat du Cabinet Cabinet secretariat	
Administration	18
Assistance annuelle/ Directory Assistance	11
Total	29
Services/sociaux Social Services	
Ministère/ Department	102
Assistance annuelle/ Directory Assistance	25
Total	127
Société d'aménagement régional/ Community Improvement Corporation	
Administration	
Assistance annuelle/ Directory Assistance	
Total	--

Société d'habitation du N.-B./
 N.B. Housing Corporation

Administration 96

Total 96

Tourisme/
 Tourism

Ministère/ 42

Department

Assistance annuelle/ 16

Directory Assistance

Total 58

Transports/
 Transportation

Ministère/ 168

Department

Assistance annuelle/ 42

Directory Assistance

Total 210

Travail et Ressources humaines
 Labour and Human Resources

Ministère/ 152

Department

Assistance annuelle/ 23

Directory Assistance

Total 175

Demande extra-ministérielles/
 Extra Departmental Inquiries

Conseil consultatif sur la condition de la femme/ 6
 Advisory Council of the Status of Women

Alcoolisme et Pharmacodépendance/ 5
 Alcoholism & Drug Dependency

Commission des droits de l'homme/ 1
 Human Rights Commission

Commission des licences et permis d'alcool/ 21
 Liquor Licensing Board

Secrétariat à l'énergie/ 16
 Energy Secretariat

Députés/ 40
 MLA's

Ombudsman 21

Société des alcools du N.-B./ 23
 N.B. Liquor Corporation

Commission de la Fonction publique/ 17
 Civil Service Commission

Autres/ 151
 Others

Demandes sur le Fédéral/ 600
 Federal Inquiries

GOVERNMENT OF CANADA

MOIS
MONTH

AOUT 1984
AUGUST 1984

EP-7 1984

Governor General's Office	1
Prime Minister's Office	1
Privy Council	
Cabinet	
Parliamentary Secretaries	
House of Commons	10
Leader of the Official Opposition	1
Leader of the New Democratic Party	
Senate	1
Total	14
Agriculture	
Administration	
Other responsibilities	
Total	6
Communication	
Administration	
Other responsibilities	
Total	10
Consumer & Corporate Affairs	
Administration	
Other responsibilities	
Total	10
Canada Mortgage & Housing Corp.	
Administration	
Other responsibilities	
Total	57
Employment & Immigration	
Administration	
Other responsibilities	
Total	82
Energy, Mines & Resources	
Administration	
Other responsibilities	
Total	18
Environment	
Administration	
Other responsibilities	
Total	21
External Affairs	
Administration	
Other responsibilities	
Total	15
Federal Business Development Bank	
Administration	
Other responsibilities	
Total	13
Finance	
Administration	
Other responsibilities	
Total	3

Fisheries & Oceans

Administration	
Other responsibilities	
Total	11

Health & Welfare

Administration	
Other responsibilities	
Total	59

Indian Affairs & Northern Development

Administration	
Other responsibilities	
Total	7

Industry, Trade & Commerce & Regional Economic Expansion

Administration	
Other responsibilities	
Total	14

Justice

Administration	
Other responsibilities	
Total	6

Labour

Administration	
Other responsibilities	
Total	

National Defence

Administration	
Other responsibilities	
Total	11

Post Office

Administration	
Other responsibilities	
Total	9

Public Works

Administration	
Other responsibilities	
Total	2

Revenue Canada

Taxation	60
Customs & Excise	18
Total	78

Science & Technologie

Administration	
Other responsibilities	
Total	

Secretary of State

Administration	
Other responsibilities	
Total	

Social Development

Administration

Other responsibilities

Total

Solicitor General

Administration

Other responsibilities

Total

Supply & Services

Administration

Other responsibilities

Total 5

Statistics Canada

Administration

Other responsibilities

Total 9

Transport

Administration

Other responsibilities

Total 10

Treasury Board

Administration

Other responsibilities

Total

Veterans' Affairs

Administration

Other responsibilities

Total 10

Independent Commissions

Crown Corporations & Councils:

Canadian International Development Agency

Commissioner of Official Languages

Economic Council of Canada

Export Development Corporation

Federal Boundaries

Heritage Canada

International Development Research Centre

Loto Canada Inc.

Metric Commission

National Film Board 2

National Research Council of Canada

Public Service Commission 4

Status of Women

Other 114

Provincial Inquiries 3,828

TOTAL FEDERAL INQUIRIES 600

MANITOBA
Citizens' Inquiry Service
 CUMULATIVE Monthly Report

Month: JULY 1984

1	HOLIDAY	2	3	4	5	6	7
		725	629	578	609		
8	9	10	11	12	13	14	
749	661	569	611	541			
15	16	17	18	19	20	21	
655	566	596	544	503			
22	23	24	25	26	27	28	
687	615	546	564	473			
29	30	31					
777	631						

Total Days Open: 21
 Total Hours Open: 189
 Total Calls: 12,829
 Average Calls Daily: 610.90
 Correspondence: 5

Staff
 Maureen Eskow, Manager
 Liliana Moscarda
 Reina Ross
 Joy MacLachlan
 Rivian Rimer
 Jennifer Flachbart
 Helen Armstrong
 Rosalie Olson (S.T.E.P. Student)

Comments:

COMPARATIVE STATISTICS

	<u>1983</u>	<u>JULY</u> <u>1984</u>
Total Provincial Inquiries:	7,044	6,667
		*(+other 792)
Total Federal Inquiries:	4,171	5,370
Total Inquiries:	11,215	12,829

*Effective April 1, 1984 outside government inquiries are no longer included within the Total Provincial Inquiries.

Citizens' Inquiry Service

PROVINCIAL Monthly Report

Month: JULY 1984

1	H O L I D A Y	2	3	4	5	6	7
		431	367	318	351		
8	9	10	11	12	13	14	
	386	318	294	323	308		
15	16	17	18	19	20	21	
	340	280	338	264	270		
22	23	24	25	26	27	28	
	337	313	283	265	226		
29	30	31					
	366	289					

Total Days Open: 21
 Total Hours Open: 189
 Total Calls: 6,667
 Average Calls Daily: 317.48

Staff
 Maureen Eskow, Manager
 Liliana Moscarda
 Reina Ross
 Joy MacLachlan
 Rivian Rimer
 Jennifer Flachbart
 Helen Armstrong
 Rosalie Olson (S.T.E.P. Student)

Comments:

COMPARATIVE STATISTICS

	1983	<u>JULY</u>	1984
Total Provincial Inquiries:	7,044		6,667
		*(+other	792)
Total Federal Inquiries:	4,171		5,370
Total Inquiries:	11,215		12,829

*Effective April 1, 1984 outside government inquiries are no longer included within the Total Provincial Inquiries.

Citizens' Inquiry Service

FEDERAL Monthly Report

Month: JULY 1984

1	HOLIDAY 2	3	4	5	6	7
		250	227	215	232	
8	9	10	11	12	13	14
318	309	247	246	210		
15	16	17	18	19	20	21
263	264	225	243	204		
22	23	24	25	26	27	28
302	258	223	260	218		
29	30	31				
355	301					

Total Days Open: 21
 Total Hours Open: 189
 Total Calls: 5,370
 Average Calls Daily: 255.71
 Average Length of Time Spent
 per Client: 2 min. 10 sec.

Staff

Maureen Eskow, Manager
 Lillian Moscarda
 Reina Ross
 Joy MacLachlan
 Rivian Rimer
 Jennifer Flachbart
 Helen Armstrong
 Rosalie Olson (S.T.E.P. Student)

Comments:

COMPARATIVE STATISTICS

JULY

	<u>1983</u>	<u>1984</u>
Total Provincial Inquiries:	7,044	6,667
		*(+other 792)
Total Federal Inquiries:	4,171	5,370
Total Inquiries:	11,215	12,829

*Effective April 1, 1984 outside government inquiries are no longer included within the Total Provincial Inquiries.

Citizens' Inquiry Service

OTHER Monthly Report

Month: JULY 1984

1	HOLIDAY	2	3	4	5	6	7
		44	35	45	26		
8	9	10	11	12	13	14	
45	34	28	42	23			
15	16	17	18	19	20	21	
52	22	33	37	29			
22	23	24	25	26	27	28	
48	44	40	39	29			
29	30	31					
56	41						

Total Days Open: 21
 Total Hours Open: 189
 Total Calls: 792
 Average Calls Daily: 37.71

Staff
 Maureen Eskow, Manager
 Liliana Moscarda
 Reina Ross
 Joy MacLachlan
 Rivian Rimer
 Jennifer Flachbart
 Helen Armstrong
 Rosalie Olson (S.T.E.P. Student)

Comments:

COMPARATIVE STATISTICS

	<u>1983</u>	<u>JULY</u> <u>1984</u>
Total Provincial Inquiries:	7,044	6,667 *(+other 792)
Total Federal Inquiries:	4,171	5,370
Total Inquiries:	11,215	12,829

*Effective April 1, 1984 outside government inquiries are no longer included within the Total Provincial Inquiries.

AGRICULTURE	725
ATTORNEY-GENERAL	410
BUSINESS DEVELOPMENT & TOURISM	221
COMMUNITY SERVICES & CORRECTIONS	469
CONSUMER & CORPORATE AFFAIRS	221
COOPERATIVE DEVELOPMENT	23
CULTURE, HERITAGE & RECREATION	121
EDUCATION	141
EMPLOYMENT SERVICES & ECONOMIC SECURITY	246
ENERGY & MINES	136
ENVIRONMENT, WORKPLACE SAFETY & HEALTH	163
FINANCE	161
GOVERNMENT SERVICES	117
HEALTH	490
HIGHWAYS & TRANSPORTATION	225
HOUSING	318
INDUSTRY, TRADE & TECHNOLOGY	95
LABOUR	367
MUNICIPAL AFFAIRS	98
NATURAL RESOURCES	369
NORTHERN AFFAIRS	20
URBAN AFFAIRS	582
EXTRA-DEPARTMENTAL	920
TOTALS	6,638

TOTAL

DEPT

AC	Air Canada	
ADT	Anti-dumping Tribunal Canada	
AECB	Atomic Energy Control Board	
AECI	Atomic Energy of Canada Limited	24
AGC	Agriculture Canada	10
	PFRA	
	Crow	
AGO	Auditor General of Canada (Office of the)	
BC	Bank of Canada	21
BPA	Bureau of Pensions Advocates	
CACSW	Canadian Advisory Council on the Status of Women	
CAEC	Canadian Agricultural Export Corporation (CANAGREX)	
CAN	CANERTECH	
CBC	Canadian Broadcasting Corporation	9
CC	The Canada Council	6
CCA	Consumer and Corporate Affairs Canada	61
	Consumer Br	6
	Corporations Br	3
	Product Safety Br	1
CCC	Canadian Commercial Corporation	
CCONS	Canadian Centre for Occupational Health and Safety	
CDC	Canadian Dairy Commission	1
CDIC	Canada Deposit Insurance Corporation	2
CdnPC	Canadian Pension Commission	1
CDVTC	Canada Development Investment Corporation	
CFDC	Canadian Film Development Corporation	
CGC	Canadian Grain Commission	9
CHRC	Canadian Human Rights Commission	2
CIDA	Canadian International Development Agency	2
CIGI	Canadian International Grains Institute	
	Canadian Sports Pool Corporation	11

TOTAL

DEPT

<u>CJC</u>	Canadian Judicial Council	
<u>CLRB</u>	Canada Labour Relations Board	
<u>CHIC</u>	Canada Mortgage and Housing Corporation	211
	CHIP	99
	RRAP	141
		2
<u>CN</u>	Canadian National Railways	
<u>COL</u>	Commissioner of Official Languages (Office of the)	177
<u>CPC</u>	Canada Post Corporation	
<u>CPDL</u>	Canadian Patents and Development Limited	
<u>CRTC</u>	Canadian Radio-television and Telecommunications Commission	
	Correctional Service Canada	2
<u>CSC</u>	Canadian Saltfish Corporation	1
<u>CSFC</u>	Canadian Transport Commission	2
<u>CTC</u>	Canadian Unity Information Office	5
<u>CUIO</u>	Constitution	6
	Canadian Wheat Board	
<u>CWR</u>	Defence Construction Canada	3
<u>DCC</u>	Department of Insurance	18
<u>DI</u>	Department of National Defence	15
<u>DRD</u>	Can Forces	4
	Recruiting	20
	Department of Communications	
<u>DOC</u>	Telidon	
	Department of Regional Industrial Expansion	89
<u>DRIE</u>	BIC	45
	CORE	2
	Travel Canada	5
	External Affairs Canada	7
<u>EAC</u>	Cdn Embassies, consulates	12
	Passport	81

TOTALDEPT

<u>FC</u>	Environment Canada	10
	Atmospheric Environment Service	84
	Cdn Forestry Service	3
	Cdn Wildlife Service	4
	Environmental Protection Service	6
	Inland Waters Directorate	3
	Parks Canada	24
<u>ECC</u>	Economic Council of Canada	—
<u>EDC</u>	Export Development Corporation	2
<u>EIC</u>	Employment and Immigration Canada	42
	S.I.N	121
	Employment	363
	Immigration	56
	U.I	127
<u>ELC</u>	Elections Canada	813
<u>EMR</u>	Energy, Mines and Resources Canada	6
	COSP	37
	CREO	10
	Propane Grant Program	1
	Mapping and Surveys Branch	1
	Emergency Planning Canada	2
<u>EPC</u>	Fisheries and Oceans	8
<u>F&O</u>	Fitness and Amateur Sport Canada	3
<u>FASC</u>	Federal Business Development Bank	10
<u>FNDB</u>	Department of Finance Canada	—
<u>FC</u>	Budget	1
	Farm Credit Corporation Canada	12
<u>ECC</u>	Federal Court of Canada	1
<u>FCTC</u>	Federal Government (Other)	2
<u>FED OTHER</u>	Grown Corporations	2
	Royal Commissions	2
<u>FFMC</u>	Freshwater Fish Marketing Corporation	—
<u>FIRA</u>	Foreign Investment Review Agency	3

<u>IWC</u>	Health and Welfare Canada	7
	Health Promotion	2
	Health Protection	19
	Income Security	553
	Medical Services	20
	New Horizons	—
	Immigration Appeal Board	—
<u>IAB</u>	International Joint Commission	—
<u>IJC</u>	Indian and Northern Affairs Canada	88
<u>INAC</u>	Department of Justice Canada	5
<u>JUST</u>	Labour Canada	17
<u>LC</u>	Livestock Feed Board of Canada	—
<u>LFBC</u>	Law Reform Commission of Canada	—
<u>LRC</u>	Metric Commission Canada	—
<u>MCC</u>	Ministry of State for Science and Technology	1
<u>MOSST</u>	Medical Research Council of Canada	1
<u>MRC</u>	Ministry of State for Economic and Regional Development	3
<u>MSERD</u>	Ministry of State for Social Development	—
<u>MSSD</u>	Municipal Government	—
<u>MUNI</u>	National Capital Commission	—
<u>NCC</u>	National Energy Board	1
<u>NEB</u>	National Film Board	6
<u>NFB</u>	National Farm Products Marketing Council	—
<u>NFPMC</u>	National Library of Canada	—
<u>NLC</u>	National Museums of Canada	—
<u>NMC</u>	Northern Pipeline Agency Canada	—
<u>NPAC</u>	National Research Council Canada	4
<u>NRC</u>	Natural Resources and Engineering Research Council of Canada	—
<u>NSERC</u>		

JULY 1984

TOTALDEPTOTHEROther Non-GovernmentBusinessForeign Embassies and ConsulatesInstitutes/AssociationsUniversitiesPublic Archives CanadaParliament

5

House of Commons

6

MP

31

Parliamentary Committees

192

SenateProvincial Government

5

CISCS & CorrEconomic Development and TourismEducationEnergy and MinesMIRCMPICTourismPorts Canada

1

Public Service Commission

38

Lang. Training Branch

2

Public Service Staff Relations Board

41

Public Works Canada

8

Revenue Canada

160

Customs

23

Excise

575

Taxation

27

Royal Canadian Mint

4

Restrictive Trade Practices Commission

36

Statistics Canada

SC

PRTCPSCPSSRBPWCRCRCMRTPCSC

DEPT

SCC	Science Council of Canada	8
SGC	Solicitor General Canada	5
	Correctional Services	1
	National Parole Board	22
	Royal Canadian Mounted Police	
SLSA	The St Lawrence Seaway Authority	34
SS	Secretary of State	132
	Citizenship	
	Student Aid	14
SSC	Supply and Services Canada	7
	SERVICES	
	CANTEL	
	CPHC	36
	CSB	38
	CSP	1
	Superannuation	4
	SUPPLY	3
	Bookstores	18
	Disposal Operations	7
	Libraries	
	Pub Centre	2
SSHRC	Social Sciences and Humanities Research Council	
STCC	Standards Council of Canada	1
SWC	Status of Women Canada	1
TB	Treasury Board of Canada	2
	Access	1
	Privacy	7
TC	Transport Canada	121
TGC	TeleGlobe Canada	
TRFB	Tariff Board	
VAC	Veterans Affairs Canada	12
	Veteran's Services	13
VIA	VIA Rail Canada	2

CLIENT

Public	17,000
M.L.A.	1
M.P.	1
Fed. Public Servant	17
Prov. Civil Servant	36
TOTAL CLIENTS	12,076

RURAL	3,344
FRENCH	45
INCOMPLETE TRANSFER	4
T.D.D.	0

ACTIVITY - PROVINCIAL

Quick Referral	6,027
Research Referral	34
Total Referrals	6,061
Quick Info.	154
Research Info.	11
Total Info.	165
Connect	141

TOTAL PROV. ACTIVITIES

6,667

ACTIVITY - FEDERAL

Quick Referral	4,707
Research Referral	44
Total Referrals	4,751
Quick Info.	236
Research Info.	11
Total Info.	247
Connect	372

TOTAL FED. ACTIVITIES

5,370

ACTIVITY - OTHER

Quick Referral	723
Research Referral	8
Total Referrals	731
Quick Info.	60
Research Info.	1
Total Info.	61

TOTAL OTHER ACTIVITIES

792

TOTAL QUICK REFERRALS	11,457
TOTAL RESEARCHED REFS.	86
TOTAL REFERRALS	11,543
TOTAL QUICK INFO.	450
TOTAL RESEARCH INFO.	23
TOTAL INFO.	473
TOTAL CONNECT	813
TOTAL	12,829

FEDERAL SURVEY

JULY 1984

CLIENT SOURCE

Media	6
Previous User	152
Word of Mouth	61
Phone Direct	493
Operator (MTS)	20
Gov't Operators	6
MLA/MP	0
Ref. from Fed.	35
Ref. from Prov.	31
Ref. from Other	24
TOTAL CLIENT SOURCE	828

WHY CLIENT USED OUR SERVICE

Dissatisfied	20
No Knowledge	228
Directory Assist	410
Convenient	155
Other	15
TOTAL - WHY	828

TIME

Hours	0
Minutes	1,785 min.
TOTAL - TIME	29 hr. 45 min.

The federal government
statistics are lower than
in previous years partly
because inexperienced
Inquiry Centre staff have
coded many federal
inquiries to "other".

~~Need Monthly Report~~

J Ogilby

YUKON Monthly
Report

DEPARTMENT	TELEPHONE	ZENITH	COUNTER	PUBLICATIONS
CABINET, E.C.O. & LEGISLATIVE	7675	1657	2276	4999
FINANCE	2136	538	2270	345
EDUCATION, ADVANCED ED. & MANPOWER	3600	2998	1193	122
ECONOMIC DEVELOPMENT	1623	230	539	204
GOVERNMENT SERVICES	5099	1014	2191	980
HEALTH & HUMAN RESOURCES	2367	1345	2247	89
JUSTICE	1349	608	476	66
LEISURE, RECREATION & CULTURE	2072	1686	1359	5912
MUNICIPAL & COMMUNITY AFFAIRS	3111	3331	1509	152
RENEWABLE RESOURCES	1866	2938	414	668
ROADWAYS & TRANSPORTATION	2550	1052	2813	291
CONSUMER & CORPORATE AFFAIRS	2292	933	1658	611
WORKERS' COMPENSATION	154	220	79	8
YUKON LIQUOR CORPORATION	190	282	19	
YUKON HOUSING CORPORATION	190	933	52	
PUBLIC SERVICE COMMISSION	1582	400	1377	33
OTHER	578	45	2027	230
I.A.N.D.	391 ✓	36 ✓	245 ✓	1
C.M.P.	221 ✓	10 ✓	14 ✓	
E.I.C.	669 ✓	696 ✓	143 ✓	1
FEDERAL OTHER	410 ✓	122 ✓	294 ✓	32
LONG NUMBERS	4909	77		
TOTALS	45,034	21,151	23,195	14,744

BUILDING TOURS 59/811 people

TELEPHONE TOTAL 66,185

TOTAL 106,541

FO. KITS 2358

COUNTER TOTAL 37,939

DEPARTMENT	TELEPHONE	ZENITH	COUNTER	PUBLICATIONS
CABINET, E.C.O. & LEGISLATIVE	457 167	108 84	180	389
FINANCE	152	37	104	30
EDUCATION, ADVANCED ED. & MANPOWER	300	146	91	1
ECONOMIC DEVELOPMENT	96	9	33	9
GOVERNMENT SERVICES	303	58	181	67
HEALTH & HUMAN RESOURCES	329	121	247	2
JUSTICE	95	62	34	15
LEISURE, RECREATION & CULTURE	175	159	76	443
MUNICIPAL & COMMUNITY AFFAIRS	246	351	135	3
RENEWABLE RESOURCES	169	74	20	102
ROADWAYS & TRANSPORTATION	212	70	241	17
CONSUMER & CORPORATE AFFAIRS	162	70	131	60
WORKERS' COMPENSATION	4	32	9	1
YUKON LIQUOR CORPORATION	16	29	3	
YUKON HOUSING CORPORATION	10	61	5	
PUBLIC SERVICE COMMISSION	115	28	195	
OTHER	37	5	200	11
K.A.N.D.	41 ✓	7 ✓	13 ✓	
C.M.P.	9 ✓		2 ✓	
E.I.C.	62 ✓	55 ✓	9 ✓	
FEDERAL OTHER	30 ✓	16 ✓	25 ✓	2
LONG NUMBERS	301	8		
TOTALS	3488	1590	1934	1152

BUILDING TOURS

TELEPHONE TOTAL 5078

MONTHLY TOTAL 8428

FO. KITS 264

COUNTER TOTAL 3086

DEPARTMENT	TELEPHONE	ZENITH	COUNTER	PUBLICATIONS
CABINET, E.C.O. & LEGISLATIVE C.	465 158	102 91	154	318
FINANCE	164	35	134	24
EDUCATION, ADVANCED ED & MANPOWER	408	189	113	20
ECONOMIC DEVELOPMENT	106	22	64	9
GOVERNMENT SERVICES	421	94	266	83
HEALTH & HUMAN RESOURCES	211	110	233	2
JUSTICE	149	77	31	63
TOURISM, RECREATION & CULTURE	246	294	125	677
MUNICIPAL & COMMUNITY AFFAIRS	306	387	186	
RENEWABLE RESOURCES	165	127	21	177
ROADWAYS & TRANSPORTATION	243	106	225	4
CONSUMER & CORPORATE AFFAIRS	163	70	130	53
WORKERS' COMPENSATION	10	18	9	
YUKON LIQUOR CORPORATION	12	59	1	
YUKON HOUSING CORPORATION	15	80	2	
PUBLIC SERVICE COMMISSION	139	20	127	
OTHER	36	2	264	34
I.A.N.D.	71 ✓	8 ✓	34 ✓	
C.M.P.	16 ✓	1 ✓	2 ✓	
E.I.C.	87 ✓	61 ✓	14 ✓	
FEDERAL OTHER	37 ✓	14 ✓	33 ✓	4
LONG NUMBERS	349	8		
TOTALS	3977	1975	2168	1468

BUILDING TOURS 1/1

TELEPHONE TOTAL 5952

MONTHLY TOTAL 9838

INFO. KITS 249

COUNTER TOTAL 3636

DEPARTMENT	TELEPHONE	ZENITH	COUNTER	PUBLICATIONS
CABINET, E.C.O. & LEGISLATIVE	358 168	74 104	186	734
FINANCE	122	53	191	83
EDUCATION, ADVANCED EDUCATION & MAN.	286	244	111	4
ECONOMIC DEVELOPMENT	110	32	49	14
GOVERNMENT SERVICES	363	92	205	105
HEALTH & HUMAN RESOURCES	214	115	221	
JUSTICE	142	67	27	68
TOURISM, RECREATION & CULTURE	202	236	188	903
MUNICIPAL & COMMUNITY AFFAIRS	266	342	197	
RENEWABLE RESOURCES	114	182	34	210
HIWAYS & TRANSPORTATION	175	122	185	21
CONSUMER & CORPORATE AFFAIRS	166	55	125	48
WORKERS' COMPENSATION	10	16	5	
YUKON LIQUOR CORPORATION	7	40	1	
YUKON HOUSING CORPORATION	10	73	2	
PUBLIC SERVICE COMMISSION	115	20	97	
OTHER	58	10	266	39
I.A.N.D.	46 ✓	12 ✓	45 ✓	3
C.M.P.	12 ✓			
E.I.C.	61 ✓	36 ✓	22 ✓	
FEDERAL OTHER	22 ✓	12 ✓	25 ✓	8
LONG NUMBERS	312	37		
TOTALS	3339	1974	2182	2240

BUILDING TOURS 4/115

TELEPHONE TOTAL 5313

MONTHLY TOTAL 9837

INFO. KITS 98

COUNTER TOTAL 4422

DEPARTMENT	TELEPHONE	ZENITH	COUNTER	PUBLICATIONS
CABINET, E.C.O. & LEGISLATIVE C.	384 158	65 69	140	720
FINANCE	148	62	549	175
EDUCATION,	176	163	127	1
ECONOMIC DEVELOPMENT	110	29	53	22
GOVERNMENT SERVICES	428	101	242	62
HEALTH & HUMAN RESOURCES	190	158	244	13
JUSTICE	122	51	34	41
TOURISM	196	229	435	743
MUNICIPAL & COMMUNITY AFFAIRS	276	371	165	
RENEWABLE RESOURCES	197	172	26	247
HIGHWAYS & TRANSPORTATION	213	110	172	7
CONSUMER & CORPORATE AFFAIRS	137	65	129	59
WORKERS' COMPENSATION	7	28	10	
YUKON LIQUOR CORPORATION	5	33	4	
YUKON HOUSING CORPORATION	14	61	4	
PUBLIC SERVICE COMMISSION	112	29	87	
OTHER	126	27	337	61
I.A.N.D.	35 ✓	5 ✓	38 ✓	1
C.M.P.	11 ✓	1 ✓	3 ✓	
E.I.C.	60 ✓	44 ✓	16 ✓	
FEDERAL OTHER	22 ✓	8 ✓	28 ✓	25
LONG NUMBERS	349	38		
TOTALS	3476	1919	2843	2177

BUILDING TOURS

TELEPHONE TOTAL 5395

MONTHLY TOTAL 10,489

INFO. KITS 74

COUNTER TOTAL 5020



Government of Canada
Department of Communications
300 Slater Street
Ottawa, Ontario
K1A 0C8

JAN 6 1984
Gouvernement du Canada
Ministère des Communications

Your file Votre référence
→ RS 8511-10-1
Our file Notre référence 4040-8

January 4, 1984

Centre for Service to the Public
SUPPLY & SERVICES CANADA
Ottawa, Ontario
K1A 0S5

Attention: H. Mercier

Dear Hélène:

Attached for your information and records is a copy of the
Yukon Government Enquiry Centre's October 1983 Statistics.

Yours sincerely,

L. Peters
A/Manager
Policy & Analysis
Government Telecommunications
Agency

Attach.

Canada¹⁻¹



NOV 7 1983

G T A

Pacific Region - Vancouver

DEPARTMENT	TELEPHONE	ZENITH	COUNTER	PUBLICATIONS
CABINET, E.C.O. & LEGISLATIVE	686	132	237	273
FINANCE	147	65	130	
EDUCATION, RECREATION & MANPOWER	282	318	91	1
ECONOMIC DEVELOPMENT	130	24	38	15
GOVERNMENT SERVICES	443	94	157	63
HEALTH & HUMAN RESOURCES	216	144	225	11
JUSTICE	116	69	39	8
TOURISM, HERITAGE & CULTURE	127	145	63	163
MUNICIPAL & COMMUNITY AFFAIRS	247	365	149	9
RENEWABLE RESOURCES	121	342	20	38
HIGHWAYS & TRANSPORTATION	211	126	370	7
CONSUMER & CORPORATE AFFAIRS	150	63	139	72
WORKERS' COMPENSATION	21	14	7	
YUKON LIQUOR CORPORATION	16	24		
YUKON HOUSING CORPORATION	15	81	8	
PUBLIC SERVICE COMMISSION	151	42	102	
OTHER	32	3	186	23
D.I.A.N.D.	27	2	15	
R.C.M.P.	11			
C.E.I.C.	33	40	15	
FEDERAL OTHER	23	9	15	2
WRONG NUMBERS	433	6		
TOTALS	3638	2108	2006	685

BUILDING TOURS

TELEPHONE TOTAL 5746

MONTHLY TOTAL 8788

INFO. KITS 351

COUNTER TOTAL 2108

October/83.

YUKON GOVERNMENT INQUIRY CENTRE
FEDERAL GOVERNMENT STATISTICS

	D.I.N.A.		R.C.M.P.		EMP & IMM		OTHER					TOTAL
	#	*	#	*	#	*	#	*				
1												
2												
3		1			1	3		2				7
4		3		2	1	4		2				12
5		2				3						5
6				1	1	5						7
7		1		1	1	8		1				12
8												
9												
10												
11		2			1	1		1				6
12	1					4		4				9
13	1	1		1	2	2	4	1				12
14	2	1				2		2				7
15												
16												
17		1		1	1	1	1	2				7
18		1		1		3	2	1				8
19	3	3			2	2	2	2				14
20						3	3					6
21	3			2	1	5	2	1				14
22												
23	1	4		1		5	1	3				15
24	1	2		1	2	6						12
25	1					9						10
26	1	2				3		6				12
27	1	3			1	2	1	1				8
28												
29												
30												
31		1			1	4	1	2				9
TOTALS-	15	29		11	15	15	17	30				192

* - COUNTER

* - TELEPHONE

APPENDIX D

DATA COLLECTION INSTRUMENTS

Interview Guide - Senior Provincial Administrator

(Introductory - Check that they have seen the design report - if not provide a copy

- Briefly outline the 5 issue areas

1. Public awareness of availability of access
2. data base use
3. federal identity
4. federal department involvement
5. objectives achievement/costs)

1. How long have you been involved in the broad administration of the referral program?

2. What is the nature of your role?

e.g. do you have: (ask only if not covered)

- liaison functions with federal administrators of the referral system?
- monitoring responsibility on the adequacy of the data base or the volume of calls handled?
- input at the time of future contract negotiations?
- any other responsibilities related directly to referral services?

3. Are there active promotional efforts made to increase public awareness of the program?

If yes - get examples

- check if federal aspect is considered
- see if there is any measure or monitoring to test success of promotion
- obtain promotion costs
- who authorizes promotion

If no - are there any plans for future promotion activity

- how do they assess public awareness of the service?

4. How is the data base:

- maintained?
- used?
- assessed as to adequacy?
- coordinated with federal data base information?

5. Are there any standards of service:

- # of calls handled per hour
- use of two official languages
- response times for follow-up etc.

6. For callers wanting access to federal government services, is there any central identification of the availability of federal services. If yes, how is this done? If no, are there any plans to insert federal identification?

7. Do you monitor the cost of the referral service? If yes

- how frequently and in what form (get data)
- are the provincial/federal costs identified and if so how (by volume load/timing of use etc.)?

If no, is there any provincial agency or person who would data on costs/volumes etc.?

8. As the evaluation is generally concerned with the effectiveness of the service, have you any other concerns that you would like to have included in the study findings?

Interview Guide - Operating Head of Referral Services

(Introductory Notes:

- briefly discuss evaluation showing the framework if needed
- state purpose of the visit:
 - to observe the operation
 - to get operating data
 - to discuss strengths/weakness
 - to probe relationship with feds on data base, referrals etc.)

1. Name title and major responsibilities of the Head of referral services.

2. How long have you been with the service?

3. What resources (PY's/\$/Equipment) are provided to maintain the referral service? (obtain hard data)

4. What operating data (# of calls, cost per call, referral action etc.) are maintained? (Obtain copies)

5. How is identify to the referral service provided?

6. If the caller wants federal government services, how is the federal identity provided?

7. Is toll free service available to your clients? If yes, what % of calls are long distance? (get data)

8. Do direct switching facilities to federal departments exist?

If yes:

- where
- how
- who pays

If no:

- how are calls directed
- who pays

9. Do you receive feedback from your clients?

If yes:

- how (call/letter etc.)
- what action results
- get data

If no:

- who does?

10. What type of data base do you use for referrals? (review and comment)

11. How is it maintained and at what cost or level of effort?

12. Do you have liaison for (10) above or for other reasons with federal representatives? If yes, who and how often?

13. Have you any other areas you would like to comment on or see included in the evaluation findings?

Interview Guide - Federal Government Representative

(Introductory - Get name, title, department
- explain evaluation study)

1. How long have you been in your present position - or involved with the telephone referral arrangements?

2. What is the nature of your involvement with telephone referral:

- maintenance of data base
- handling referral calls
- administration of referral for department?

3. Have you any way of measuring the impact of the referral system

- resources for data base
- #'s of calls
- other?

4. What identity measures are taken for referral calls:

- Govt of Canada
- Department Identity
- Other?

5. Has the referral system

- added to your workload/costs?
- improved level of service?
- helped the public gain access?
- other areas?

(Get data for each response area)

6. How do the Federal Service Bureau for your area and the provincial referral services interact where liaison with your department is needed? Do they interact with your department and in what way?

7. Are you asked to provide any data to the referral service?

If so, what data.

8. Have you received public comments on

- your service
- referral service
- official languages use
- identification of federal
services or other areas?

9. Do you have any observations, comments etc. that you would like to have included in this evaluation?

Telephone Interview - Users of Referral Services

(Introductory Notes:

- introduce yourself
- recently provided your name for a follow-up survey on the level of service provided by the (name of of service).
- may I ask you eight short questions on the service you received.)

1. Was this your first time using (name the service)
2. If no, how frequently do you use the service and what was the nature of your other enquiries?
3. If this was your first time were you:
 - referred to the correct department
 - was your enquiry dealt with satisfactorily and promptly
 - would you use the telephone referral service again
 - yes (check)
 - no - why not
4. Your enquiry is shown as a federal government department service. Were you aware of receiving assistance from the federal government?
5. If yes, how did you know which level of government (municipal, provincial, federal) was assisting you?
6. If no, which level of government did you think was providing service?
7. Were you referred directly to assistance or were you given a number to call and was the information reliable?
8. How did you become aware of (name the service)

9. Have you any suggestions on improving the service, particularly concerning access to federal government services?

Guide - Discussion with Service Bureaux Managers

- get explanation of system
 - . data base for referrals
 - . monitoring
 - . liaison
 - . departmental contacts (federal)
 - . referrals to Bureaux
 - . complaints
 - . operational data
 - . standards (if applied)
- discuss broad evaluation issues to get their views
- obtain leads to federal department representatives
- search out strengths/weaknesses
- get all hard data available

APPENDIX E

OFFICIALS INTERVIEWED

APPENDIX E

OFFICIALS INTERVIEWED

A. CENTRE STAFF

Helene Mercier	- Centre Headquarters
Karen MacDonald	- Halifax Bureau Manager
Gail Hall	- Winnipeg Bureau Manager

B. NEW BRUNSWICK

(i) Provincial

Mr. Normand Leger	- Senior Provincial Administrator
Mr. Eldon McLaughlin	- Information Officer
Ms. Cecil Babineau	- Information Officer
Mr. Norman Guerette	- Information Officer

(ii) Federal

Liaison representatives:

- CHMC
- Health and Welfare (2)
- Revenue Canada - Taxation
- Energy Mines and Resources
- Canada Employment and Immigration (2)

C. PRINCE EDWARD ISLAND

(i) Provincial

Mr. Frank Arsenault	- Senior Provincial Administrator
Mr. Barry Gallant	- Operating Head of Referral Services

(ii) Federal

Liaison representatives:

- Health and Welfare
- Revenue Canada - Taxation
- Secretary of State
- Consumer and Corporate Affairs
- Energy, Mines and Resources

D. MANITOBA(i) Provincial

- | | |
|-------------------|--|
| Mr. Norm Donogh | - Director Executive Council
Information Services |
| Ms. Maureen Eskow | - Manager, Citizens Inquiry Service (CIS) |
| | - 2 staff members CIS |

(ii) Federal

Liaison representatives:

- DRIE
- Communications (DOC)
- Customs and Excise
- Transport
- Energy, Mines and Resources
- Agriculture
- Consumer and Corporate Affairs
- National Health and Welfare
- Federal Business Development Bank

E. YUKON

(i) Territorial

Mr. Dennis Senger	- Chief, Public Affairs
Relief Operator	- Yukon Inquiry Centre

(ii) Federal

Administrators

- DIAND (2)
- National Health and Welfare
- Canada Employment and Immigration

APPENDIX F

FEDERAL/PROVINCIAL/TERRITORIAL AGREEMENTS

BETWEEN:

The Government of Canada (hereinafter referred to as "Canada") represented herein by the Minister of Supply and Services

OF THE FIRST PART

AND:

The Government of Prince Edward Island (hereinafter referred to as "Prince Edward Island") represented herein by the Minister of Transportation and Public Works,

OF THE SECOND PART

WHEREAS it is recognized that the governments of both parties provide a breadth of programs within their respective jurisdictions to the public;

AND WHEREAS it is also recognized that both knowledge and access to the totality of available programs is essential for effective government;

AND WHEREAS the parties are desirous of entering into an agreement which would facilitate access to all such available programs through joint federal and provincial initiatives while at the same time increase the efficiency and economy and reduce duplication within their respective governments;

AND WHEREAS the Minister of Supply and Services and the Minister of Transportation and Public Works have been authorized by their respective parties to enter into and to execute this Agreement.

NOW THEREFORE this Agreement witnesseth that Canada and the Prince Edward Island covenant and agree as follows:

1. (1) In this Agreement,

- a) "capability" includes knowledge of programs, departments or instrumentalities where such is made available by "Canada"
- b) "department or instrumentality" includes:
 - (i) any of the departments named in Schedule A to the Financial Administration Act;
 - (ii) any other division or branch of the public service of Canada, including a commission appointed under the Inquiries Act, designated by the Governor in Council as a department for the purposes of this Act;
 - (iii) The Senate, the House of Commons and the library of Parliament; and
 - (iv) any corporation named in Schedules B, C, and D to the Financial Administration Act.
- c) "program" includes programs, information and services of a department or instrumentality;
- d) "Island Inquiries" means a division of Island Information Service of the Government of Prince Edward Island the function of which is to assist the public in obtaining the appropriate source of information on a Prince Edward Island program.
- e) "How to" pages means instructional pages in the blue page section of public telephone directories which will carry informational messages of a specific nature about how to obtain certain government services.
- f) "blue pages" means a separate section in public telephone directories utilizing blue coloured pages in which the services of the respective governments are listed together with their respective telephone numbers.

(2) Words in singular include the plural, and vice versa.

2. Prince Edward Island shall:

a) provide a service which shall have the capability and the capacity in Island Inquiries to respond, in either of Canada's two official languages, to telephone enquiries from the public concerning programs of departments or instrumentalities to ensure that all such enquiries are

(i) referred to the correct department or instrumentality;

(ii) given an appropriate government of Canada telephone number for programs not locally available; or

(iii) answered directly where the enquiry is of a fundamental nature and can be satisfied without resorting to paragraphs (i) or (ii) where such information is made available by Canada,

b) operate the service described in paragraph (a) in Island Inquiries throughout the normal working hours in Prince Edward Island on each day that is a normal working day for either Canada or Prince Edward Island.

c) provide, through Island Inquiries, the service described in paragraph (a) to the public within Prince Edward Island through a toll-free telephone number which should be available within the second year of this Agreement,

d) promote Island Inquiries within Prince Edward Island as described in paragraph (a) as a joint project of Canada and Prince Edward Island.

3. Canada shall:

a) provide, upon execution of this Agreement, and in a form agreeable to Island Inquiries, a list of all programs of departments or instrumentalities and thereafter, as and when appropriate, any revisions, additions or deletions of that list;

- b) provide appropriate telephone numbers including toll-free numbers where available with respect to the programs of departments or instrumentalities;
 - c) provide, at its own cost, if and when required and in what manner, all as determined by Canada, the training of Island Inquiries personnel in the use of the information provided pursuant to paragraph (a) and (b).
4. Canada will contribute towards the cost of Island Inquiries in the following manner:
- a) The annual basic contribution made by Canada in each of the four consecutive fiscal years beginning April 1, 1982 will be as follows:
 - (i) for the 1982-83 fiscal year, the sum of ten thousand dollars (\$10,000) to be paid within thirty days (30) from the effective date of this Agreement;
 - (ii) for each of the three fiscal years 1983-84, 1984-85 and 1985-86, the sum of twenty nine thousand dollars (\$29,000) to be paid on or before the first day of each fiscal year.
 - b) In addition to the basic contribution described in (a), Canada will contribute \$3,000 towards start-up and advertising costs associated with establishing the new service, which sum shall be paid within thirty (30) days from the effective date of this Agreement.
5. (1) Prince Edward Island shall maintain detailed daily records of all telephone calls received by Island Inquiries which records shall, amongst other things, include,
- (a) the number of incoming telephone enquiries with respect to programs of departments or instrumentalities and the number respecting Prince Edward Island,
 - (b) the nature of each enquiry,
 - (c) the response given to each enquiry and the program, if applicable, to which the telephone caller was directed.

- (2) Prince Edward Island shall provide such detailed daily records to Canada every three (3) months from the effective date of this Agreement.
 - (3) Prince Edward Island and Canada may, from time to time, agree upon the need for special statistical surveys by both or either one of the parties the cost of which shall be borne equally.
6. Canada and Prince Edward Island agree to co-operate in developing systems designed to access the public in Prince Edward Island to the respective programs of Canada and Prince Edward Island and in particular, but not limited to,
- a) the introduction of blue pages,
 - b) the listing of the programs of the respective governments, and
 - c) the inclusion of "How to" pages in public telephones directories.
7. (1) The effective date of this Agreement shall, upon execution by the parties, be December 1, 1982 and it shall remain in full force and effect from that date until March 31, 1986 unless earlier terminated by Prince Edward Island upon six (6) months written notice or by Canada upon twelve (12) months written notice.
- (2) All notices or other documents shall be deemed to be given when delivered or, if mailed, postage prepaid, at the expiration of ten (10) days from the date of mailing exclusive of the date of mailing.
 - (3) Notwithstanding subclause (2) above, if any notice has been mailed
 - a) and at the time of mailing the postal service was in a state of interruption due to strike, lock-out or other similar occurrence, or

- b) within the ten day period referred to in subclause (2) above, the postal service is interrupted because of strike, lock-out or other similar occurrence such notice will not be deemed to have been given until ten (10) days after the termination of such interruption exclusive of the date of such termination.

8. In the event of an early termination of this Agreement, the account as between the parties shall be determined and settled by pro-rating the moneys paid pursuant to clause 4 over the fiscal year for which they have been paid and Prince Edward Island shall forthwith reimburse Canada in the aliquot amount that represents that period of time remaining to the end of that fiscal year from the date of such early termination.

9. For the purpose of any notices required in respect to this Agreement

- (1) the address of the Minister of Supply and Services shall be:

Supply and Services' Canada
Task Force on Service to the Public
Ottawa, Ontario
K1A 0S5
Att: Director, Task Force on
Service to the Public

- (2) and the address of the Minister of Transportation and Public Works shall be:

P.O. Box 2000
Charlottetown, P.E.I.
C1A 7N8

10. (1) In the event of any controversy arising between the parties to this Agreement in respect thereof either party may refer the controversy to the Supreme Court of Prince Edward Island for hearing and consideration and for the opinion of the Court.

- (2) a) A reference under subclause (1) shall be in the form of a question for the opinion of the Court.

b) The form and terms of the reference under subclause (1) shall be agreed upon by the parties hereto or, if they cannot agree, shall be determined by a judge of the Supreme Court of Prince Edward Island upon application by either party.

11. This Agreement shall not be assigned by Prince Edward Island without the consent in writing of Canada first hand and obtained.
12. This Agreement may be amended from time to time as agreed to in writing by the parties.
13. This Agreement and everything therein contained shall ensure to the benefit of and be binding upon the parties hereto and their respective successors and assigns.

IN WITNESS WHEREOF this Agreement has been executed on behalf of the Government of Canada by the Minister of Supply and Services and on behalf of the Government of Prince Edward Island by the Minister of Transportation and Public Works.

SIGNED, SEALED AND DELIVERED)
in the presence of)

) The Government of Canada

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) Minister of Supply and Service

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) The Government of Prince Edward Island

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) Minister of Transportation and

) Public Works

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MEMORANDUM OF AGREEMENT

BETWEEN

THE

GOVERNMENT OF CANADA

REPRESENTED BY

THE MINISTER OF SUPPLY AND SERVICES

hereinafter referred to as "Canada"

AND

THE

GOVERNMENT OF NEW BRUNSWICK

REPRESENTED BY

THE PREMIER OF NEW BRUNSWICK

hereinafter referred to as "New Brunswick"

MEMORANDUM OF AGREEMENT dated as of this 1st day of April 1984.

BETWEEN:

THE GOVERNMENT OF CANADA (hereinafter referred to as "Canada") represented herein by the Minister of Supply and Services,

OF THE FIRST PART

AND:

THE GOVERNMENT OF NEW BRUNSWICK (hereinafter referred to as "New Brunswick") represented herein by the Office of the Premier,

OF THE SECOND PART.

WHEREAS New Brunswick agrees to provide the service as detailed in the Agreement dated the 9th day of February, 1981 (hereinafter called "the Agreement") attached hereto and forming part hereof;

AND WHEREAS Canada agrees to pay to New Brunswick a contribution for this service;

NOW THEREFORE this Agreement witnesseth that Canada and New Brunswick covenant and agree as follows:

1. That all terms and conditions of the Agreement shall continue in full force and effect, mutatis mutandis, from the 1st day of April, 1984 for a term of one year, save as to its term, its expiry date and the payment of the sum of money set out in clause 4 of the Agreement.

2. That an independent evaluation of the federal/provincial telephone referral service, known as New Brunswick Inquiries, will be undertaken in 1984-85, according to a framework agreed to by both parties.
3. Canada agrees to pay to New Brunswick, a sum not to exceed \$25,000, as its contribution, which shall be paid in quarterly installments calculated by prorating the cost of New Brunswick Inquiries according to the ratio of federal and provincial calls, as provided for in clause 4 of the Agreement.

IN WITNESS WHEREOF this agreement has been executed on behalf of the Government of Canada by the Minister of Supply and Services and on behalf of the Government of New Brunswick by the Premier of New Brunswick.

SIGNED, SEALED AND DELIVERED
in the presence of

The Government of Canada

Witness

The Minister of Supply and Services

The Government of New Brunswick

Witness

The Premier of New Brunswick

MEMORANDUM OF AGREEMENT

BETWEEN

THE

GOVERNMENT OF CANADA

REPRESENTED BY

THE MINISTER OF SUPPLY AND SERVICES

hereinafter referred to as "Canada"

AND

THE

GOVERNMENT OF MANITOBA

REPRESENTED BY

THE OFFICE OF THE PREMIER

IN THE PERSON OF THE CLERK OF THE EXECUTIVE COUNCIL

hereinafter referred to as "Manitoba"

MEMORANDUM OF AGREEMENT dated as of this 1st day of May 1984.

BETWEEN:

THE GOVERNMENT OF CANADA (hereinafter referred to as "Canada") represented herein by the Minister of Supply and Services,

OF THE FIRST PART

AND:

THE GOVERNMENT OF MANITOBA (hereinafter referred to as "Manitoba") represented herein by the Office of the Premier, in the person of the Clerk of the Executive Council,

OF THE SECOND PART.

WHEREAS Manitoba agrees to provide the service as detailed in the Agreement dated the 21st day of October, 1980 (hereinafter called "the Agreement") attached hereto and forming part hereof;

AND WHEREAS Canada agrees to pay to Manitoba a contribution for this service;

NOW THEREFORE this Agreement witnesseth that Canada and Manitoba covenant and agree as follows:

1. That all terms and conditions of the Agreement shall continue in full force and effect, mutatis mutandis, from the 1st day of May, 1984 for a term of one year, save as to its term, its expiry date and the payment of the sum of money set out in clause 4 of the Agreement.

2. That an independent evaluation of the federal/provincial telephone referral service, known as the Citizens Inquiry Service, will be undertaken in 1984-85, according to a framework agreed to by both parties.
3. Canada agrees to pay to Manitoba, in quarterly installments, a sum not to exceed \$90,000, as its contribution, as provided for in clause 4 of the Agreement.

IN WITNESS WHEREOF this agreement has been executed on behalf of the Government of Canada by the Minister of Supply and Services and on behalf of the Government of Manitoba by the Clerk of the Executive Council.

SIGNED, SEALED AND DELIVERED
in the presence of

The Government of Canada

Witness

Minister of Supply and Services

The Government of Manitoba

Witness

Office of the Premier as
represented by the Clerk of
the Executive Council

MEMORANDUM OF AGREEMENT

BETWEEN

THE

GOVERNMENT OF CANADA

REPRESENTED BY

THE MINISTER OF SUPPLY AND SERVICES

hereinafter referred to as "Canada"

AND

THE

GOVERNMENT OF THE YUKON TERRITORY

REPRESENTED BY

THE ADMINISTRATOR OF THE YUKON TERRITORY

hereinafter referred to as "Yukon Territory"

MEMORANDUM OF AGREEMENT dated as of this 1st day of April 1984.

BETWEEN:

THE GOVERNMENT OF CANADA (hereinafter referred to as "Canada") represented herein by the Minister of Supply and Services,

OF THE FIRST PART

AND:

THE GOVERNMENT OF THE YUKON TERRITORY (hereinafter referred to as "The Yukon Territory") represented herein by the Administrator of the Yukon Territory.

OF THE SECOND PART.

WHEREAS The Yukon Territory agrees to provide the service as detailed in the Agreement dated the 17th day of November, 1981 (hereinafter called "the Agreement") attached hereto and forming part hereof;

AND WHEREAS Canada agrees to pay to The Yukon Territory a contribution for this service;

NOW THEREFORE this Agreement witnesseth that Canada and The Yukon Territory covenant and agree as follows:

1. That all terms and conditions of the Agreement shall continue in full force and effect, mutatis mutandis, from the 1st day of April, 1984 for a term of one year, save as to its term, its expiry date and the payment of the sum of money set out in clause 4 of the Agreement.

2. That an independent evaluation of the federal/territorial telephone referral service, known as The Yukon Inquiry Centre, will be undertaken in 1984-85, according to a framework agreed to by both parties.
3. Canada agrees to pay to The Yukon Territory, the sum of \$15,000, as its contribution, on the signing of this Agreement, as provided for in clause 4 of the Agreement.

IN WITNESS WHEREOF this agreement has been executed on behalf of the Government of Canada by the Minister of Supply and Services and on behalf of the Government of The Yukon Territory by the Premier of The Yukon Territory.

SIGNED, SEALED AND DELIVERED
in the presence of

The Government of Canada

Witness

The Minister of Supply and Services

The Government of the Yukon Territory

Witness

The Premier of the Yukon
Territory



SERVICE DE RENSEIGNEMENTS
AU PUBLIC
511-401, avenue York
Winnipeg, Manitoba
R3C 0V8
Téléphone: (204) 945-3744
Sans frais, du Manitoba
1-800-282-8060

CITIZENS' INQUIRY SERVICE
511 — 401 York Avenue
Winnipeg, Manitoba
R3C 0V8
Telephone: (204) 945-3744
Toll-free within Manitoba
1-800-282-8060

CITIZENS' INQUIRY SERVICE

The CITIZENS' INQUIRY SERVICE, as the government's central telephone inquiry centre, reports directly to the Executive Council.

The CITIZENS' INQUIRY SERVICE was established in 1972 to provide direct, two-way communication between the government and the public. C.I.S. provides a toll-free service to persons anywhere in the province who are seeking information on government programs or policies.

The service is not intended to usurp or interfere with the functions of the government switchboard operators, Members of the Legislature or ombudsman. It is not an advocate of government policy nor does it become involved in political matters.

The system is designed to make information available without charge. The service provides clients with information; transfers calls to departments or agencies when this is possible; provides appropriate telephone numbers or recommends other sources of information. The service also maintains liaison with other levels of government and private agencies and makes referrals to these organizations when appropriate.

The service operates from 8 a.m. to 5 p.m., Monday through Friday.

In June, 1978, the C.I.S. assumed the role of central inquiry for federal government departments and agencies in the province. C.I.S. inquiry officers will provide information when possible and provide the phone numbers of appropriate departments and agencies.

The phone numbers for the CITIZENS' INQUIRY SERVICE are:

In the City of Winnipeg - 945-3744
Outside Winnipeg - 1-800-282-8060

Written inquiries should be sent to CITIZENS' INQUIRY SERVICE, Room 511, Norquay Building, 401 York Avenue, Winnipeg, Manitoba, R3C 0P8.

Citizens' Inquiry Service provides a bilingual service in both English and French.

The service is also equipped with a Visual Ear for communicating with the hearing impaired. For users of a Telecommunications Device for the Deaf (TDD), the phone number in Winnipeg is 945-4796.

